

CURRICULUM VITAE

Suraj Giri

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Professional Summary

Highly experienced PC technician with strong background in software/hardware computer repair and IT network system administration. Qualified for the following:

- Troubleshooting, analyzing and repairing problems of computer elements such as desktop computers, laptops and various components/peripherals of an IT network.
- Performing computer installation and operating system configuration in designated networks.
- Administering and monitoring performance of LAN/WAN network using remote connection tools.

Technical Skills: Computer Hardware and Software applications

- Installed Windows Operating systems. Win XP, Win7, Win8, Win10, Mac OS, drivers, and updates.
- Installed Server Operating systems Windows Server 2000,2003,2008,2012,2016,2022
- Microsoft Office suites – 2010/2013/2016/2019 & Office for Mac
- Creating Active Directory New Domain user & Security policy Assignment.
- Performed virus removals and installed antivirus software. Analyzed users needs and recommended appropriate hardware or software.
- Installed and configured software including Operating Systems, Office programs, email clients, antivirus software, others and resolved software related issues
- Configured phones and tablets including installing software, updates, and setting up email.
- Provided in depth phone support walking customers through a fix or the configuration of a remote maintenance application.
- Troubleshooting of LAN, WAN.
- Knowledge of DHCP, AD, Installation (Wi-Fi, Routers, Switches, etc.) Knowledge of CCTV.
- Various types of PC hardware such as, Apple/Mac, Dell, HP, Lenovo and Sony
- Hard drives, monitors, printers, scanners and video equipment
- Diagnosed and repaired an extensive variety of branded (HP, Dell, Toshiba, Lenovo/IBM, Acer, Apple, Gateway, E-machine, Asus) and custom-built desktop, and laptop computers.

Key Skills And Strengths:

- Efficient troubleshooter and problem solver.
- Customer service oriented: Ability to serve and communicate with different types of customers efficiently.
- Effective time management – can solve complex systems problems in minimum time

Professional Experience

Organization : **Optum Solution**

2013 - 2015

Computer Technician

Selected Performance

- Monitored and administered IT systems of firms and made recommendations to senior

managers regarding hardware replacements, upgrades and new installations required.

- Performed customer services on different firm departments and resolved hardware and software technical problems in the system elements after detailed analysis, including computer failures and software malfunctioning.
- Provided solutions and technical guidance to clients facing technical issues and difficulties.
- Maintained records of hardware issues, performance and supplies.
- Regularly performs system performance tuning and monitor the system.
- Installation and Troubleshooting of Branded and assembled PC, Laptop and devices

**Organization : SM Computer
2015-2017**

Computer Technician

Selected Performance

- Monitored and administered IT systems of firms and made recommendations to senior managers regarding hardware replacements, upgrades and new installations required.
- Performed customer services on different firm departments and resolved hardware and software technical problems in the system elements after detailed analysis, including computer failures and software malfunctioning.
- Provided solutions and technical guidance to clients facing technical issues and difficulties.
- Maintained records of hardware issues, performance and supplies.
- Regularly performs system performance tuning and monitor the system.
- Installation and Troubleshooting of Branded and assembled PC, Laptop and devices

**Organization : Abhinav Public School
2017-2021**

Computer Technician

Selected Performance

- Planned, assembled and installed computer systems in designated networks as per specifications.
- Installed and configured IT network components and assisted in the implementation of designed IT network configuration.
- Monitored and administered IT systems of firms and made recommendations to senior managers regarding hardware replacements, upgrades and new installations required.
- Performed customer services on different firm departments and resolved hardware and software technical problems in the system elements after detailed analysis, including computer failures and software malfunctioning.
- Provided solutions and technical guidance to clients facing technical issues and difficulties.
- Maintained records of hardware issues, performance and supplies.
- Regularly performs system performance tuning and monitor the system.
- Installation and Troubleshooting of Branded and assembled PC, Laptop and devices

**Organization : Sigma Outsourcing Services Pvt. Ltd.
2021 –**

IT Executive

Selected Performance

- Planned, assembled and installed computer systems in designated networks as per specifications.
- Installed and configured IT network components and assisted in the implementation of designed IT network configuration.
- Monitored and administered IT systems of firms and made recommendations to senior managers regarding hardware replacements, upgrades and new installations required.
- Performed customer services on different firm departments and resolved hardware and software technical problems in the system elements after detailed analysis, including computer failures and software malfunctioning.
- Provided solutions and technical guidance to clients facing technical issues and difficulties.
- Maintained records of hardware issues, performance and supplies.
- Regularly performs system performance tuning and monitor the system.
- Installation and Troubleshooting of Branded and assembled PC, Laptop and devices.
- Knowledge of DHCP, ADDS, Installation (Wi-Fi, Routers, Switches, etc.)
- Knowledge of CCTV Monitoring.
- Asset & Inventory Management.
- Monitoring and maintaining the Biometric systems and Access manager software for the Attendance.
- Troubleshooting of Network, Desktop, Laptop, and Printer related problems.
- Handling escalated calls related to Software, Hardware & Network problem

PERSONALITY TRAITS

- Responsible and honest
- Time bounded and eager to know the new things
- Able to work individual as well as in group
- Confident and Quick Learner

ACADEMIC QUALIFICATION

12th **C.B.S.E**, New Delhi
10th **C.B.S.E**, New Delhi
Technical training course [related fields]

INTEREST

Listening Music and Chatting

PERSONAL VITAE

Date of Birth : 20/02/1996
Father's Name : Amarnath Giri
Language Known : English & Hindi
Marital status : Single

Date :
Place :

Suraj