

# Raju kumar

Madhubani, Bihar

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## Work Experience

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### **TECHNICAL SUPPORT ENGINEER**

MICROWORD SOFTWARE SERVICES PVT. LTD-Bengaluru, Karnataka

May 2022 to May 2022

TILL

NOW

- Administer and uphold eScan antivirus server and licenses in U R Rao Satellite center Bengaluru.
- Detect and safeguard system from viruses, malware, and malicious activity.
- Implement measures to block USB uses and IP changing in client systems.
- Resolve user reported hardware and software issues.
- Monitor and report all malicious activity to cyber security officer.

### **NETWORK ENGINEER**

DSM INFOCOM PVT. LTD-Bihar

May 2017 to January 2018

Gramin Bank all branch in Madhubani district.

- Coordinate for DSL connection from BSNL exchange office to bank branch.

### **HARDWARE ENGINEER**

SOFTECH AGENCY MADHUBANI-Madhubani, Bihar

December 2016 to April 2017

- Assemble and configuration desktop system for client.
- Troubleshoot desktop and laptop issues on desktops and laptops.

## Education

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### **BACHELOR IN ARTS**

LALIT NARAYAN MITHILA UNIVERSITY - Darbhanga, Bihar

January 2022

### **DIPLOMA in HARDWARE**

November 2016

BIHAR SCHOOL EXAMNITAION BOARD - Bihar

March 2015

## Skills / IT Skills

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- Identifying and resolving of end user's system related to hardware, software and network. NETWORK
- HARDWARE
- SIEM, IDS, basic SQL and python, win 10 win 11, windows server 2022, Linux. COMMUNICATION
- Fluent in Hindi and English, both written and verbal.
- Configuration and maintains network infrastructure. TOOLS AND OPERATING SYSTEM
- Microsoft Office
- Customer service
- Communication skills
- Maintenance