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| |  | | --- | | Mohit Thakur    **Professional Summary**  Results-driven and detail-oriented Systems and Networking Technician with over 7 years of experience in diagnosing, configuring, and maintaining complex IT infrastructures. Expertise in managing optimizing system performance and resolving technical issues efficiently. Proven ability to implement scalable solutions and support critical systems to ensure seamless operations. Adept at troubleshooting hardware and software problems, and skilled in collaborating with cross-functional teams to achieve organizational goals. Committed to continuous learning and staying current with emerging technologies to deliver innovative solutions.  **WORK EXPERIENCE**   * Designation: Technician (System & Networking), **July 26, 2017 to May 15, 2024** * Organization: School of Open Learning, Delhi University, **New Delhi, India** * Worked flexible hours; night, weekend, and holiday shifts. * Completed minor preventative maintenance and mechanical repairs on equipment. * Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately. * Identified issues, analyzed information and provided solutions to problems.. * Maintain user accounts in Domain whether to add them, delete them or edit them. * Configure outlook on systems for official email IDs. * Managing online platforms such as Microsoft Teams for management meetings whether to create Live Events or Meetings. * Maintain user accounts created in Office 365 such as giving them various licenses whether of Global Admin or User. * Provided Share Drive Access, Printer access, etc. * Configuration E-mail client & troubleshoot. * Installation and configuration of servers. * Install, update and troubleshoot various hardware and software related problems effectively. * Provided technical support to end users with diagnosing the issue promptly and resolving them in given timeline. * Configuration and installation of various hardware devices such as network printers, normal printers, scanners, routers, switches. * Troubleshooting them if any issue arises due to them or in them.   **Education**   * **Graduated** in **Bachelor of Arts, (August 2018 to October 2021)** from   School of Open Learning, Delhi University - New Delhi  **Certifications**   * Computer Hardware & Network Maintenance (July 2015 to August 2016). * Scored 80% marks during the course term. * Pursued from I.T.I. PUSA, Govt. of NCT Delhi, India.   **Additional Information**   * **Father’s Name**: Laxman Dass Thakur * **Father’s Occupation**: Retired from TP-DDL in April 2023. * **Mother’s Name**: Manju Thakur * **Mother’s Occupation**: Homemaker * **Marital Status**: Unmarried. * **Siblings**: 3     **HOBBIES**   * Travelling/Exploring * Movies/Web Series * Riding Bike * Music Listening * Car Enthusiast | |  | | |  |  | | --- | --- | |  | 327/328, 2nd Flr, Balaji Enclave, Pocket-11B, Rohini Sec-23, New Delhi, India 110085 | |  | 9818512363 | |  | mohitthakur96@yahoo.com |   **Skills**   * IT systems implementation * Computer systems efficiency * System performance and functionality * System wiring * Computer systems knowledge * Systems testing * Network support * Staff assistance * Component installation * Computer proficiency * Multitasking abilities * Verbal and written communication * Microsoft Office * Networking Hardware Installation * Helpdesk administration * TCP/IP * Data recovery * Desktop support * Software diagnosis * Technical issues analysis |

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