

Vishal Buswala

**A-431 Pandav Nagar
Near shadipur depot New Delhi
8076767129**

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WORKING EXPERIENCE AND RESPONSIBILITY

Benny Impex

1 April 2024 to present

IT Executive

Provide Enterprise client support and technical support to company employees.
Maintenance branches of the company and IT assets.

Design India

1 Dec 2021 to 7 Jan 2024

IT Engineer

Provide Enterprise client support and technical issue resolution.

OM SAI TECHNO SERVICES

28 Jan, 21 to 15 Sep, 21 Desktop Support Engineer

Provide services on site to the customers and resolve the issues.

KARVY DATA MANAGMENT

15Sep, 18 to 15Jan, 20 Desktop Support Engineer

Provide services to government school labs and maintain which includes server, networking and system also.

Vara United Pvt Ltd

24 Nov, 17 to 30 Aug, 18 Desktop Support Engineer

Provide services to ICICI bank employees related with hardware and software.

Job Profile and Responsibilities:

Installation of All types of Microsoft windows and server
2003,2008,2012,2016

Management and Troubleshooting Active Directory, Group Policy, Objects,
DNS, DHCP, File Server permission

Installing ,updating and troubleshooting Symantec Endpoint Protection
and patches and keep the system under ISMS Compliance

Cryptography and data encryption products Bit locker ,MBAM,

Providing Folder access and Managing Quota Size

Taking window server Data backup. Regular or Scheduled bases

Participate in scheduling and executing of weekly maintenance
Server monitoring Devices status, services, DHCP

Participate in server Activity and take Sanity

Installing and configuring Print Server

Experience in Troubleshoot issues such as Login issues, Auditing, &
Automation of Administrative tasks.

Create and assign service tickets correctly for any discovered issues in
accordance with the ticketing and workflow scheme.

Keep real-time tracking of monitoring alert system triggers and create priority
tickets for our support queue accordingly.

Creating and managing user accounts and access groups in Active Directory
AD as per role and requirement.

Configuration of MS Outlook. Adding PC into Domain

Maintained SLA of the tickets and solved issues as per priority

Provide Desk side and Remote Technology Support

Installation of All Types of printer, printer sharing services and file Pc's

hardware problem diagnose & shutout them.

Install the antivirus & shutout virus problem; operate the All Types of
windows. Client level antivirus and troubleshooting

Communicate with clients and Follow up on all assigned open and pending Calls and maintain inventory for all hardware's

An understanding TCP/IP protocols and network technology.

End-user Support of Microsoft window 7 and 10 on Desktops and Laptops

Support on windows networking (Wired and wireless)

Load new or update software and systems on existing equipment.

Take responsibilities of maintained user security accounts, including Desktop configuration, network connectivity, network access issues and printer connectivity.

ACADEMIC QUALIFICATION:-

Examination	Year	Board/University	School/College
B.A	2021	Delhi University	School of open learning
10+2	2015	NIOS	National Institute of open schooling
10	2012	CBSE	Salwan Boys sr sec school

KEY SKILLS-

Problem solving approach, Strong Troubleshooting Skill Ability to achieve targets, Ability to work with in a Team.

Sense of urgency to meet customer demands

PERSONAL DETAILS:-

Address : A-431 Pandav Nagar near Shadipur depot
Date of Birth : 15 Oct 1996
Nationality : Indian
Languages : English & Hindi
Hobbies : Music, Adventure

DECLARATION:

I hereby declare that the above-mentioned information is true to the best of my knowledge.

Place:.....

Date:.....

(VISHAL BUSWALA)

