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| Bipin Solanki **Cell : +91 9724940629** |

Name: SOLANKI BIPIN KHUSHALBHAI.

Contact No: +091-9724940629

**Highest Qualification**: ***B.Com***

***EMIL ID: bipinroger@hotmail.com***

**MCP(70-270) (Microsoft Certified Professional)**

**MICROSOFT CERTIFICATION ID IS: 8075797**

**Correspondence Address**

66, Nilkamal society, Opp;,

Galaxy Cinema, Naroda,

Ahmedabad-382330,

Ahmedabad.

**Summary**

* Good work ethics with excellent communication and inter personal skills.
* Capable to explore into the new leading Technologies.
* Ability to work well in both a team environment and individual environment.

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| **Name Of Exam** | **Board ⁄ University** | **Year Of Passing** | **Percentage** |
| S.S.C. | G.S.E.B. | March-2006 | 64.14 % |
| H.S.C. | G.H.S.E.B. | March-2008 | 52.29 % |
| B.Com. | Gujarat University | 2012 | 45.00 % |

**Professional Experience:- 5 Years 7 Month.**

**Work at Reliance Digital.**

\* 1 YEAR experience join date JULY 2013 TO AUG 2014. In reliance digital for Customer Support.

Responsible Hardwar and network support. Network device Router switch confrigestion. And mobile and laptop also backup data and software and Hardwar support. Formatting and recovery os recovery os create. Sap software online warranty work do. Laptop and warranty support and services.

**Onside System Engineer**

\* 1 YEAR work HP SERVICE CENTER . SEP 2014 TO OCT 2015.

Responsible for leptop service and printer service. Laptop all about chipset HDD, AND RAM, LCD, PROCCER, AND KEYBOARD all about Hardwar Laval work.

**Work at CMS LTD.**

**System Engineer L1**

\* Now working cms company as customer support now spend 2 year and 10 month .

Join 2015 dec to Nov 2018.

Responsible for the installation and maintenance of IT equipment Desktops, Laptops printers, scanners and workstations. Providing a 1st line IT support to end user and remote user. Managing Daily SLA callI helpdesk tool.

Responsible for taking & logging incoming calls & providing efficient customer support for all 2st Line issues r, Desktops, Laptops, printers and peripherals. Supporting over Lic 30 Ahmadabad Branch and remote support. Managing Daily SLA call. And work to all LIC Branch linux 5 support . application and software and also network support. And network and laser printer repair and network diagnostic. Daily Attendance hr portal hardwar punching.

**IT Admin Support Engg.**

\* Join January 2019 TO September 2019 NPM Pharmacy Machinery.

My Designation **System Admin**Responsible for the installation and maintenance of IT equipment Desktops, Laptops printers.CCTV camera, ERP Software support,Think client support, win server 2012 domain user creat password reset ,and Daily Backup in Server, NAS Daily Backup, Tally Backup daily, IP telephone, sonic wall firewall, Wi-Fi router, user backup. Digital Marketing Mail Champ support, Online Site Support. Postmaster Mail server Support, Symantec Antivirus Software support. Mail confrigestion Outlook., vlan support. Layer 3 Manual WI-FI Switch Aruba Support.ERP support.

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| Professional Accomplishments |
| * **MCP** Microsoft Certified Professional. |
| DOB – 25th May 1990  Marital St -Married |
| **Education** |
| Bachelor of B.COM From Gujarat University in 2012.  Diploma in Hardware & Networking From IT Source in 2011.  **Operating Systems:** Windows 10**,** Windows 8; Windows 7; Windows Vista; Windows XP; RHEL, Centos  **Microsoft Servers:** Windows 2000 Server; Windows Server 2003; Windows Server 2008, 2012  **Software:** MS Office 2007 and 2010, Symantec antivirus & Ghost, SAP, ERP; Microsoft and many telecom sector software.  **Hardware:** Installation and troubleshooting of Laptop, Desktop, Printer, Scanner  **Technical Support:** Troubleshoot hardware and software issues. LAN/WAN network troubleshooting and helpdesk.  **Networking:** Basic configuration of Routers; Switches; Modems; Hubs. |

**Professional Key Skill Profile Knowladge:**

* Extensive experience in installation, administration and networking in various environments.
* Outlook mail POP, IMAP and Exchange configuration.
* Remote support through remote software like team viewer, Any desk, VNC, Remote Desktop, Ammy Admin.
* Knowledge of installation and configuration Windows 2000 Server; and Windows Server 2003; Windows Server 2008 configuration role management in Server..
* Create and Manage user account on server.
* Network configuration and trouble shooting.
* Thorough understanding of computer and networking concepts.
* Proficiency in the troubleshooting and resolution of all client queries.
* Providing technical support over the phone to all IT users.
* Work of Daily Data Backup and Restore of Server.
* Role installation and configuration
* Give to user Share and Security permission.
* Managing and maintaining Symantec antivirus also basic knowledge of Symantec AV server.

(BIPIN SOLANKI)