

Ashvin Makvana

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Panchvati Area
Kalol,Gandhinagar
Pin code: - 382721

Team Lead – Desktop Support

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CAREER OBJECTIVE:-

Looking for challenges in a Technical field, which will make best use of my skills and also further my growth.

Experience

Company Name	Mindsquare Technologies Pvt. Ltd (January 2019 To Till date)
Designation	Team Lead – Desktop Support
Client	Sardar Vallabhbhai Patel Institute of Medical Sciences and Research
Role & Responsibilities	<ul style="list-style-type: none"> • User administration (setup and maintaining account). • Installation & Configuration of AD DS, DNS,DHCP,FILE SERVICES, WSUS,WDS in windows server • Hands on experience in AD DS, DNS,DHCP,FILE SERVICES, WSUS,WDS in windows server • CITRIX Director manage USERS and VDIs • Manage Microsoft 365 • RAID configuration • Provide Application Support to End Users(HIS/PACS) • Create and verify backups of data • Installation & configuration of Desktop ,Laptop And Thin Client • Installation, Configuration and Trouble Shooting of various desktop level applications. • Support remotely & via phone to the requesters • Maintaining defined SLA • Antivirus Definition update and verified in all Servers and Clients • Knowledge of Virtualization software VMware Suit and Citrix environment • Vendor Coordination

Company Name	Impact InfoTech pvt ltd. (Jan 2018 To Jan 2019)
Designation	Desktop Support Engineer
Client	Torrent Pharmaceuticals Ltd
Role & Responsibilities	<ul style="list-style-type: none"> • Installation, configuration and Management of Server OS like Server 2008, 2012 and 2016 • Active Directory configuration and well manage in server 2008 and 2012 , 2016 • CITRIX Director manage USERS and VDIs • Creating AD ID and perform L1 level task in AD • All IT asset inventory management • Desktop virtualization by the help of VMware view • Planning for configure virtualization in existing environment • Cloning and migration VM desktop and servers • To configuration new desktop and laptop N-Computing device. • Security, Event, Alert, Alarm monitoring for server Rack. • Knowledge of virtualization software like VMware Esxi, VMware Workstation, and Citrix XenServer etc.

Company Name	Samarth Sai Institute of Computers and Management Studies. (February 2016 To September 2017)
Designation	IT Support Engineer
Client	Samarth Sai Institute of Computers and Management Studies
Role & Responsibilities	<ul style="list-style-type: none"> • Daily Support user remotely and user end. • All IT asset inventory management • To configuration new desktop and laptop • Providing IT related training to user • Printer, Scanner Installation and configuration • Mail Clients configuration backup & Troubleshooting (MS Outlook) • Manage shared folder and devices through permission • Vendor Coordination

KEY SKILLS AND COMPETENCIES

PERSONAL SKILLS:

- Customer support skills
- Good documentation skills
- Learning skills
- Adapts easily to new challenges and shows openness to new ways of doing things. Effective at changing plans or actions to deal with changing situations.
- Is reliable, responsible and dependable in fulfilling duties. Carefully checks work to ensure all details have been considered.
- Remains calm and self-controlled under stressful situation. Works to deliver the best interests of the organization at all the times and maintains appropriate dress code.

ACADEMIC QUALIFICATIONS

Degree	Institute/University.
Bachelor of Engineering in Information Technology(May 2017)	Gujarat Technological University
Diploma in Information Technology(July 2012)	Gujarat Technological University

PERSONAL DETAILS

Name	Ashvin Makvana
Father's Name	Punjesinh
Marital Status	Married
Date of Birth	30 th May 1994
Languages Known	English, Hindi, and Gujarati
Religion	Hindu

Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

ASHVIN MAKVANA