**Ashvin Makvana**

04,Nilkanth society
Panchvati Area
Kalol,Gandhinagar
Pin code: - 382721

**Shift 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

| CompanyName | **Mindsquare Technologies Pvt. ltd (January 2019 To Till date)** |
|---|---|
| Designation | **Shift Lead – Desktop Support** |
| Client | SardarVallabhbhai Patel Institute of Medical Sciences and Research |
| Role & Responsibilities | • Installation & Configuration of AD DS, DNS,DHCP,FILE SERVICES, WSUS,WDS in windows server<br>• Hands on experience in AD DS, DNS,DHCP,FILE SERVICES, WSUS,WDS and Group Policy in windows server<br>• Basic knowledge of Installation and configuration of citrix hyperwiser,ESXI host,Xencenter and vcenter<br>• Monitor performance of VDI.<br>• Monitoring VDI users's sessions through Director services and also troubleshooting users issue<br>• CITRIX Director manage USERS and VDIs.<br>• Troubleshoot and resolve VDI issues<br>• RAID configuration in windows server<br>• Provide Application Support to End Users(HIS/PACS)<br>• Create and verify backups of data<br>• Installation & configuration of Desktop ,Laptop And Thin Client<br>• Installation, Configuration and Trouble Shooting of various desktop level applications.<br>• Support remotely & via phone to the requesters<br>• Maintaining defined SLA<br>• Antivirus Definition update and verified in all Servers and Clients<br>• Vendor Coordination |

| CompanyName | Impact InfoTech pvt ltd. (Jan 2018 To Jan 2019) |
|---|---|
| Designation | Desktop Support Engineer L2 |
| Client | Torrent Pharmaceuticals ltd |
| Role & Responsibilities | • Installation, configuration and Management of Server OS like Server 2008, 2012 and 2016<br>• Active Directory configuration and well manage in server 2008 and 2012 , 2016<br>• CITRIX Director manage USERS ,configure and provide support for N-Computing VDI devices<br>• Creating AD ID and perform L1 level task in AD<br>• All IT asset inventory management<br>• Providing Desktop, Hardware & Networking support to client<br>• To configuration new desktop and laptop N-Computing device.<br>• Security, Event, Alert, Alarm monitoring for server Rack. |

|  | • Knowledge of virtualization software like VMware Esxi, VMware Workstation, and Citrix Xenserver etc.<br>• Answering & responding to all calls & requests within agreed time scales<br>• Vendor Co-ordination |
|---|---|

| 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 | • Daily Support user remotely and user end.<br>• All IT asset inventory management<br>• To configuration new desktop and laptop<br>• Providing IT related training to user<br>• Printer, Scanner Installation and configuration<br>• Mail Clients configuration backup &Troubleshooting (MS Outlook)<br>• Manage shared folder and devices through permission<br>• 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 calms 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** | 30th 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**