|  |  |  |
| --- | --- | --- |
|  |  | Manoj Chauhan |
| * Good communication and interpersonal skills, capable of working under pressure within team or alone Experienced in handling & solving their problems independently with good customers leadership qualities, able to work in a challenging environment & deliver my best performance

**Experience*** **Inspirisys Solution Limited**
* Field Technical Support Engineer
* formerly Accel Frontline Limited
* 12th November, 2018 – 15th June, 2020
* **Hitachi Systems Micro Clinic Pvt. Ltd.**
* Client :- Yazaki India Pvt Ltd
* Desktop Support Engineer
* 15th June, 2020 - 30th June, 2021
* **Microlink Solution Pvt Ltd**
* Client :- AIA Engineering Pvt Ltd)
* Technical Support Engineer
* 1st July, 2021 to 6th April, 2022
* **NKP PHARMA PVT LTD**
* IT EXECUTIVE
* 7th April , 2022 to Present

**Education*** **Bachelors of Arts**

Gujarat University [2021]* **Higher Secondary School Board(12th)**

GHSEB [2015] * **Secondary School Board (10th)**

GSEB [2013]**Certifications*** **JCHNP**

Jetking Certified Hardware & Networking Professional * **CCNA**

Network Kings by Script Cloud* **MCSA**

Network Kings by Script Cloud* **LINUX**

**Personal Information**Name –Mr. Manoj ChauhanFather’s Name-Mr.Kantibhai ChauhanD.O.B- 22ndJanuary,1998Sex - Male Marital Status - Married**JOB PROFILE*** I have handled site of 400+ users. Computer and peripherals support Diagnose & Troubleshoot hardware and software problems and replace defective components
* On site desktop support related to OS, MS Office, hardware issues, peripheral devices issues
* Working On Ticketing tool with good written skills
* Taking two times Feedback of users during a month
* Train people in computer system use with Audite
* Coordinate with vendors
* Manage the LAN troubleshooting LAN connectivity Problem
* Managing IT inventory
* Providing the technical support for infra team
* Coordinate with different company for IT Material planning for office
* Providing support on CCTV, door access control ,system biometric attendance
* Handling VIP users calls and provide prompt support resolve the issues on high priority
* Configure WI-FI routers and Network printers. Installing and troubleshooting of various customized application
* User and access management (Password, Folder access, Drive Mapping, Bit-Locker ,Mail box management
* Preparing Daily monthly weekly reports
* Installation and Roll out Service of New Desktop, Laptop and Printers
* Hardware Fault Diagnosis Desktop and Laptop
* Installation and OS Support -Repair / Reinstallation / Fresh Installation
* Taking System In Domain And Workgroup
* First level of support on Desktop - Laptops Under warranty / AMC with Third party vendor and vendor coordinate for L1 and Spare Support
* Installation and Software Support On Office, SAP, Antivirus software, Meeting Software (Lifesize, Skype, Webex, Zoom, Microsoft teams), E-mail client(Outlook), IE, Chrome and Other Business Critical Applications
* Configure and Troubleshooting Network Connectivity of Desktop, Laptops and Network Printers
* Installation / Reinstallation and Configuration of peripherals e.g. Printers, Scanners etc.
* Troubleshooting and Resolution of first level Printer Problems e.g.(Paper jam, Configuration Setting, toner installation, Driver Related Issues)

**DECLARATION**I hereby do solemnly affirm that the details furnishedhereare true to the best of my knowledge.**Place-Ahmedabad****Date- Manoj Chauhan** |
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|  |  | **AHMEDABAD** |
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|  |  |
|  |  | **+91****6355295938-****9081714862** |
|  |  |
|  |  | **manojsinh.chauhan008@gmail.com** |
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|  | C:\Users\Administrator\Desktop\LinkedIn-Logos\LI-Logo.png<https://www.linkedin.com/in/manoj-chauhan-5b9729192>**Hobbies*** Playing computer games,

Listening to musicLearn about new technology**Languages*** Hindi
* English
* Gujarati

**Technology*** Operating System -Windows 07/08/10

**Personal Attributes*** Positive Attitude
* Quick Learner
* Good Communication Skill
* Hard & Smart Working
* Ability to work in any environment
* Teamwork
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