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|  | | |  | 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 Chauhan  Father’s Name-Mr.Kantibhai Chauhan  D.O.B- 22ndJanuary,1998  Sex - 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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|  | C:\Users\Administrator\Desktop\LinkedIn-Logos\LI-Logo.png  <https://www.linkedin.com/in/manoj-chauhan-5b9729192>  **Hobbies**   * Playing computer games,   Listening to music  Learn 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 | |  |