# KINJAL ABHISHEK NAYAK

**Address** : 11, Shantisadan Society, Kalyanpura, Kalol, Dist. Gandhinagar, Gujarat, India – 382721.

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## Career Objective

- To make a sound position in corporate world and work enthusiastically in team to achieve goal of the organization / MNC with devotion and smart work.
- To success in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development and help me achieve personal as well as organization goal.

## Work Experience

**Helpdesk Engineer** at **IMSI Staffing Pvt. Ltd.**

**(Client: Adani Enterprises Ltd.)**

Location: Ahmedabad, Gujarat                    (20-January-2020 to Running)

- Installing Windows Operating System & official software into client machines
- Working on IT ticketing tool (ServiceNow)
- Provide On-call / Remote support to users
- Followed ITIL process and log a ticket as per incident / request priority
- Troubleshoot Printer / Scanner / Email / Internet related issues
- Troubleshoot User logon and password related issue
- Maintaining Active directory operations like User creation, Password reset etc…
- Provide shared storage with user access permissions and configure network map drive
- Provide storage with quota limitation
- Installing device drivers
- Troubleshoot computer start-up issues
- Working on Office 365

**Technical Help Desk** at **Acute Informatics Pvt. Ltd.**

**(Client: Arvind Ltd.)**

Location: Ahmedabad, Gujarat                                    (28-February-2019 to 15-October-2019)

- Installation of Windows Operating System & official software into client machines

- Provide on-call / remote support to users

- Working on ticketing tool (ehelpline)

- Log a service ticket as per request

- Troubleshoot Printer / Scanner / Email and other computer related issues

- Troubleshoot User logon and password related issue

- Day to day Active directory operations

- Provide shared storage with user access permissions and configure network map drive

- Provide storage with quota limitation

- Installing device drivers

- Troubleshoot booting related issues

- Troubleshoot Office 365 related issue

- Installing & Configuring Symantec Endpoint Protection

- Troubleshoot Symantec Endpoint Protection related issue


**Computer Lab Assistant** at **Delhi Public School - Bopal**

Location: Ahmedabad, Gujarat                                    (16-July-2018 to 17-January-2019)

- Installing Windows Operating System in computers & laptops

- Troubleshooting printer / internet issues

- Troubleshooting Internet related issues

- Installing various software

- Troubleshoot H/W related issues

- IT inventory management

**IT Trainer** at **SHRI IT INSTITUTE**

Location: Kadi, Gujarat                                                  (1-May-2015 to 30-April-2018)

- Create a subject presentation

- Provide IT trainings to students & IT professionals

- Conducted 500+ advanced excel batches

- Setup a computer LAB environment for various subjects like, Computer Hardware, Networking, MCSA, MCSE, CCNA, CCNP, Redhat Linux etc…

- Provide international IT certification preparation training

- Installation of Operating System, Printers & Software

- Troubleshooting Computer, Internet, Printer, OS related issues

- Configured DHCP, DNS, Active Directory, WDS, File servers for local intranet management

- Provide hand on lab training for troubleshooting

- IT asset management

## Educational Qualification

**BACHELOR OF COMMERCE**

KSV University – Gandhinagar, Gujarat, India.                              (07/2012 to 04/2015)

## IT Certifications

- MCP: Microsoft Certified Professional
  (Certificate No. : G898-1351, Date: 11, August, 2018)
- RHCSA – Red hat Certified System Administrator
  (Certificate No. : 160-190-773, Date: 13, September, 2016)

## Personal Details

- Date of birth          :              14th July 1995
- Nationality            :              Indian
- Blood group            :              O+
- Marital status         :              Married

Thanks & Regards,


Kinjal Nayak