**KINJAL ABHISHEK NAYAK**

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

**Contact No.:** +91 97246 29143 **Email:** patelkinjal1407@gmail.com

**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 18-April-2020)

* 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+

Thanks & Regards,

Kinjal Nayak

* Marital status : Married