**SOCIAL MEDIA**



**B.E. Electrical engineering / Amiraj College of engineering**

**Windows server 2019**

* Problem Solving
* Working in Rotational shift
* Communicating with users and team members on mails.
* Handling Pressure
* Windows active directory
* Handling the customers issue
* Ticketing tool
* Microsoft Office
* Active directory

**Technical support executive**

*Medusind billing services | Karvy innotech PVT. LTD / November 2019 – May 2020*

* Providing remote support to software related issue like MS office, Charge entry, Single sign on Etc.
* Maintaining and creating new user accounts in MS Active directory.
* Provide frontline support to 2000+ users.
* Creating daily syslog checklist and send it to the concerned team if any issues are found.
* Work as a centralized service desk analyst and assign the tickets to dedicated help desk team and take follow ups.
* Provide regular updates on the tickets and get the resolution within SLA.
* Working with the requirement of 98% SLA.
* Escalate the issues to the L2 team if not solved by our team.
* Manually installing windows security patches if not updated by server.
* Creating Domain controller servers.
* Email account administration, i.e., account creation and management and distribution lists on Exchange office365.

Result-oriented professional with over 2 years of experience providing technical assistance and support for queries and issues concerning computer systems. Looking to obtain a IT technician position with your organization to meet set performance objectives.

Smeet Mishra

Help desk Analyst

Linkedin.com/in/smeet-mishra-8b3224130

**EDUCATION**

**SKILLS**

**Email:** Smeetmshr7@gmail.com

**Phone:** +91-8154874713

**CONTACTS**

**EXPERIENCE**

**RESUME OBJECTIVE**

Smeetmishra

facebook.com/smeetm1

**Help desk Engineer**

*IBM | Future focus Infotech / July 2019 - November 2019*

* Work on clients site on a manufacturing plant.
* Troubleshooting hardware related issues through walk around.
* Providing software support through remote desktop services.
* Maintain the internet connectivity and get the downtime as low as possible.
* Communicate through the vendors and take regular follow ups.
* Providing regular updates on the ticket and work on them while taking care of the SLA’s.
* Troubleshoot issues with the biometric attendance registers,