

## Kartik Modi

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Nationality	Indian
Year of Birth	1980
Profession	Information Technology
Specialisation	System Administration
Current Position	Workplace Support Analyst
Year of joining Group	2000
Passport	L2664551

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## EDUCATION AND PROFESSIONAL STATUS

- Bachelor in Computer Application (B.CA)
  - M.C.S.E 2000 (Microsoft Certified Professional System Engineer).
  - Diploma in Computer Hardware & Networking from Jetking School of Electronic Technology.
  - ITIL V3 Foundation course
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## 21 years' experience of Information Technology.

### ★ Hardware

- PC Assembling, Maintenance & Troubleshooting of Workstation.
- Installation of various devices like Plotters, Printers, Scanners.

### ★ Software

- Installation & Maintenance of Windows 10 , WIN7 , XP base operating system.
- Bentley Software's installation like Staad-pro, Pims- Live link & Project wise Explorer, Staad-pro, Open plant Modeller, Auto plant 3D, Sewer CAD, Water-CAD, Hammer etc.
- Autodesk base software like AutoCAD, Revit, Civil 3D, Auto plant3D, Navis works installation, configuration & trouble shooting.
- Intergraph software like Ceaser-II, P V Elite, Tank installation, Configuration & Troubleshooting.
- Ms-Office, Anti-virus, Microsoft Outlook Mailing software & other Application software.
- Service-desk Incident & Request Management like Ticket creation, Assigning, updating, Resolution etc.
- Installation Win-10 OS as per SCCM server policy.
- Microsoft LYNC, Skype, Teams installation, configuration & troubleshooting at Desktop Side.
- Direct Access software configuration & Troubleshooting for remote access of Network resources.

## ★ Network

- Installation, Maintenance of physical network & Network switches installation.
- Installation of information outlets & Cable Crimping.
- Knowledge of Networking Protocol

## ★ Server

- Installation & maintenance of Windows 2003 & Windows 2008 base server.
- User Login related setting, Mailbox creation & Configured with Active Directory.
- Symantec Backup Exec Software Installation, Configuration, Troubleshooting et
- Commvault Backup Software Installation, configuration etc.
- Backup Library configuration ,troubleshooting etc..
- Network Printer installation at Sever side.

## EXPERIENCE RECORD

Sep2000– June 2020

MOTT MACDONALD Consultants (U.K)

Workplace Support Analyst, Ahmedabad, India

Responsible for Day to Day troubleshooting of 220 Desktops (Dell, HP) Hardware problems. As per company standard OS installation & others Softwares like AutoCAD, Revit, Staad-pro, MS Office, Antivirus etc. Provide support for Web base application Like Time sheet, in house ERP like modules, Internet & Intranet etc. To impart orientation to new joiner pertaining to IT systems & work in Network environment. Provide support to users at minimum downtime.

Providing total IT support to Hyderabad Branch remotely.

Service Now Call Management Including Call assigning, SLA and Resolution etc.

Responsible for provide Remote support to India & Middle East location for Desktop Problem, Software support etc.

Responsible for Symantec Backup Software Installation, Configuration, Troubleshooting & Day to Day update on backup system Across the Middle East & India (MESA) offices.

Taking care of Windows base Servers like every day checking, Antivirus Updating, Event viewer etc.

## **Project Execution**

**Technology Transformation Project:** Participated in Technology Transformation Project across the IMM (Mott MacDonald India) branches. Installation of Win-7 OS via SCCM server & other software's installation as per standard.

**Shillong Sewerage & SWM Project at Shillong (Meghalaya):** In April 2010 I have created 11 Desktop LAN setup with connectivity at Ahmadabad office via team viewer. Providing remote support for any problem.

**GNOS Implementation:** Participated for GNOS Installation in 2007 across the IMM (Mott MacDonald India) Branches. Installation of Win-XP, Office 2003, AutoCAD & other basic softwares.

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## **Personal Information**

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### **Address**

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