**SUMIT KUMAR**

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**OBJECTIVE**

 **Having good experience in IT-Infrastructure support**

 Intend to build a career with the leading corporate of hi-tech creative environment with committed and dedicated people, which will help me explore myself fully and realize my potential willing to work as a key player in a challenging and creative environment

**Education Details**

B.Tech From Presidency University -2022

**EMPLOYMENT HISTORY**

Employer : Birlasoft

Designation: Desktop Support Engineer

Duration : Aug 2021 to Till date

Job Responsibility:

* Installation and maintenance of desktop systems, printers, network hardware, system hardware, operating system and application software.
* Having 1+ Year as a Helpdesk Engineer
* Resolving remotely through system and end-users’ problems.
* All Outlook issues like configuring the mailbox, creating and adding PST to mailbox, repairing the corrupted PST’s.
* Trouble shooting the hardware and OS related issue.
* Assigning NTFS permissions to files and folders
* Configuring Network Printers.
* Trouble shooting of desktops, Laptops and Printers.
* Giving support on hardware and software related complaints.
* Responsible for maintaining the Desktops.
* Managing Service Requests and Client interactions
* Asset Management Activities s
* Supports for the application packages like MS office etc.
* Installing and configuring windows operating system (Windows XP, Windows 7, Windows 8 & Windows 8.1,win10)
* Having knowledge in DNS and DHCP.
* Completed the Training in Hardware and Networking and Microsoft Professional.
* International tech support Background (US customers).
* Good communication skills.
* Dealt with consumers and not internal staff.
* Computer hardware background. Good at troubleshooting issues related to PC’s and laptops.