**Atal Trivedi**

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**CAREER OBJECTIVE**

To be associated with a progressive organization where I get consistent opportunities to utilize my knowledge, explore new skills, and contribute to the growth of the organization.

**WORK EXPERIENCE**

Technical Consultant at Technobind Solutions Pvt. Ltd. (**Aug-27-2019 to July-30-2020)**

**RESPONSIBILITIES**

**Organization : Technobind Solutions Pvt. Ltd. (IT Industry)**

**Tenure : Aug-27-2019 to July -30-2020**

**Designation : Technical Consultant**

**Job Responsibilities:**

* Providing the Complete Solution to the Customers.
* **Installation and upgrading, configuring, troubleshooting**, Software ESET Antivirus, ESET 2FA, ESET Endpoint Security, Endpoint Encryption and ESET Safetica DLP product etc.
* Providing technical support to our clients across the India region through telephonic, email, meeting, and remote support.
* Handling Clients explaining Product example ESET and DLP etc. Conducting the POC (Proof of Concept) at the Customer end.
* Handling the Customer technical issues escalation and resolving them.
* Installation and configuration of Client/Server based antivirus software.
* Educating the partners on competitive information against multiple ESET and DLP products etc. and sharing a comparison sheet that helps to close POC.
* Answered and addressed all inbound and outbound support calls, emails, from customers. Effectively troubleshooting, resolving, and properly documenting all cases, while serving as a last line of support. Wrote support articles and contributed to the Knowledgebase.
* Work closely with other departments to resolve outstanding issues.
* Maintain Client database with Solutions and clear record of activities.
* Develop to agreed solutions and an implement new system.
* Travel to customers sites.
* Help create technical documentation and manuals.
* Knowledge of Installing, and configuring Remote tools example: **Any desk, Team Viewer, Microsoft Team and skype.**
* Explain and document technical issues in a clear way to clients.
* Ensuring that computer hardware and software remains compatible with software updates.
* Knowledge of **Cloud Software Druva Product** examples: agent Installation, policies create, Backup stared, Dash board and New Users Create, etc.
* Be involved in sales support, and where appropriate, maintain contact with the client organizations.
* Responsible for installing and configuring Windows Laptops & Mac Books.

**TECHNICAL SKILLS**

* Good knowledge of **MS office – Excel, Word, PowerPoint** etc.
* Knowledge of Outlook Configuration.
* Good Knowledge of LinkedIn.
* Knowledge of Wi-Fi configurations.
* Outstanding communications and problem-solving skills.
* Hands-on knowledge, Internet browsing, Data Collection, Remote Support, Troubleshooting, Configuration, Installation, and customer handling, etc.
* Basic Knowledge of **Nimble Software** **CRM** Example: Contact Updating, tags update, Export, and import, Data management, data collection etc.

**PROFESSIONAL QUALIFICATION**

* Graduate from Kanpur University in 2020.
* Passed 12th from J.G. Intercollege, UP Board Allahabad in 2017.
* Passed 10th from J.G. Intercollege, UP Board Allahabad in 2015.

**CERTIFICATES**

* ESET Certificate of Attendance completed 9th November 2019.
* Team Viewer Partner Enablement Certification - Intermediate completed and no expiration date 7th April 2020.
* Team Viewer Partner Enablement Certification - Basic completed and no expiration date 7th April 2020.

**EXTRA-CURRICULAR**

* Improving Technical Knowledge.
* Reading Book, articles, and blog.

**BRIEF DESCRIPTION ABOUT MYSELF**

* Father’s Name : Mr. Durgesh Kumar
* Born : 12th December 2000
* Place of Birth : Raibareli (Uttar Pradesh)
* Gender : Male
* Nationality : Indian
* Marital Status              : Single
* Language Known         : English and Hindi
* Hobbies                       : Reading Books, Cricket, Music.

**STRENGTHS**

* Hard working, motivation, and confidence.
* Working effectively and efficiently in a team as well as individually.
* Planning and Execution.
* Interpersonal relation and humble behavior.

**LOCATIONS**

* Current                          : New Delhi

**DECLARATION**

I hereby declare that all the above information furnished by me is true to the best of my knowledge and belief.

**Date:**

 **(Atal Trivedi)**

**Place: New Delhi**