**PARAMANAND PRAJAPATI**

**Mob.+919930558635,+8615140478142**

Email.Paramanandprjpt36@gmail.com

**Carrier objective:**

Seeking for a suitable position in Technical Support aspiring to be a leading professional, where I can utilize my skills to maximum and to lead the organization to ever height.

**Education:**

**Dr. Ram Manohar Lohia Avadh University**

Bachelor of Art in 2014

**UP Board Allahabad,**

SSC in 2010.

**UP Board Allahabad,**

HSC in 2007.

**Technical certification:**

**ITIL v4 foundation in 2020 in China.**

**CCC. in 2013 in Mumbai.**

**Hardware & networking** in A-set Training Institute Azamgarh in 2011.

**Work Experience**

**DXC Technology.**

Technical support representative III

Location: Dalian China.

Client (Pfizer Pharma**)**

**Project (Across India field force, MR)**

Nov.2018 to till date.

**Onward e services limited.**

Technical support representative II

Location: Mumbai

Client (Pfizer Pharma**)**

**Project (Across India field force)**

Jan.2018 to till Nov 2018.

**Magna Infotech (Quess Corporation Ltd.).**

Technical support Engineer L1 (Client of Wipro)

Location: Mumbai

Project (Sun Pharma Global support)

Aug. 2016 to Dec. 2017

**Ashtech Infotech**

Customer Support Engineer.

Location: Mumbai

Client- (Phoenix, Welspun, Inter gold)

Project- (Software deployment and technical support)

May 2015 to August 2016

**Sarvottam Computech**

Desktop support Engineer.

Location: Mumbai

Worked as a field engineer across Mumbai.

June 2014 to Feb 2015

 **Working Skill**

* Extensive knowledge of computers software and hardware, and techniques to troubleshoot
* Strong professional communication skills with other technical support specialists and clients
* I am an excellent communicator & presenter and easily handle people in every regard of our concern and make them understand.
* Critical thinking and problem-solving abilities
* Extensive background in providing service.
* Strong ability to provide support on call mail as well as on chat.
* Competent to Releasing announcement, promotion, transfer circular and more communication on mail.
* IT onboarding. Off boarding. Devices lost/stolen damaged handling skill.
* Windows Updates & Activation
* Updating antivirus (Kaspersky, Quick heal, NPAV, Symantec, Trend Micro. on all local machines & as well as in network
* Rack mounting & Installation of Server, Raid Configuration
* All type Printer installation, Shaw man POS system. Installation and network installation.

**Application software**

* Working on Active directory console.
* Creating Users, Deletion and Managing User Accounts in Active Directory.
* Worked salesforce software to support field force colleagues. Also used Veeva. Optima, iDetail. AWS.
* Bit locker, Microsoft office 365.
* Installation of various kind of software CS5, AutoCAD 2013, Corel draw, SAP
* Troubleshot all type of application issue, and provided solution, as end user need.
* Manage all type of application, license software.

**Mailing and messaging application**

Outlook O365, Lotus note Zimbra. Thunderbird etc. Microsoft Team and communicator, skype. for messaging.

**Remote tools.**

Used Team Viewer, Any desk. tide VNC BMC. WebEx. Net support, etc.

**Ticketing tools.**

Used ITSM tools BMC remedy. HP open view Service Center.

**iPad**

Knowledge About iPad configuration. Installation off all application. Apple id creation and apple id password reset, recovery. Wipeout iPad through mass360. And reconfiguration. Mobile device management installation and configuration. Supported all type of application in iPad with basic troubleshooting.

**Personal Details**

**Name : Paramanand Prajapati**

**Father’s name : Ramachal Prajapati**

**Address : HN. 261 village Usur Kudhva, Post. Mahrajganj Dist Azamgarh. UP. 276137**

**Contact No. : +91 9930558635, +86 15140478142.**

**Marital status : Married**

**Date of Birth : 08 June 1992**

**Hobbies : Music, reading, writing. Travelling. Fishing. Photography.**

**Language : English, Hindi.**

**Passport No. : M8491480. Expiring on 09th April 2025.**

**Place: Dalian, Liaoning China.**