

# ABHISHEK KUMAR

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Seeking a challenging position in the field of IT Industry that will enable to utilize my experience, organizational skills in achieving and enhancing overall efficiency of activities and thereby contribute towards business excellence and grow to a Senior Management Level

## SYNOPSIS

- Currently working as Senior Analyst with **HCL Technologies Ltd.**
- Worked as an Analyst/Software Engineer with **Capgemini Technology Services India Limited.**
- **3.4** years of hands on experience in IT-Services.
- Experience in **IT Technical Support, Global Service Desk, Incident Management, Ticketing Tools, IT Infrastructure Service Management, ITIL Framework, Desktop Support and Remote Support, Helpdesk Operations, Cloud Technologies (Google Cloud Platform).**
- Ability to handle **multiple priorities, roles & projects** parallel as per project requirements.

Solutions Focused, Proactive and industrious **Electronics & Communication Engineering Professional** with strong academic background with **3.4 years** of experience. Gained vast knowledge during academics and while executing projects. Deep understanding of technology with focus on delivering business solutions; Persuasive communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management; adroit at analysis the organization requirements; highly ethical, trustworthy and discreet.

- Quick Learner, with an ability to easily grasp things and put into application new ideas, concepts, methods and technologies.
- Ability to build new territories and expand opportunities towards the achievement of stated targets.
- Acts as the escalation point of contact for IS Service delivery, issues, and requests.

## CORE STRENGTHS

- IT Technical Support
- Networking
- Troubleshooting Skills
- Incident Management
- Properly Escalate unresolved issues to appropriate internal teams.

- IT Service Management
- Customer Helpdesk Support
- Problem Solving Ability
- Sincerity and Self-Confidence
- Commitment towards work

## EDUCATIONAL CREDENTIALS

**B.E. (Electronics & Communication Engineering)** from Rajiv Gandhi Proudyogiki Vishwavidyalaya, Bhopal in 2015 (R.G.P.V.)

**12<sup>th</sup> M.K. College, Sitamarhi (B.S.E.B.)**

**10<sup>th</sup> St. Aloysius High School, Ranchi (J.A.C.)**

## COMPUTER PROFICIENCY

- Windows Operating Systems.
- Clients: Windows 10, Windows 7, Windows Vista, Windows XP, Windows 2000.
- Remote Desktop, VPN, Lotus notes, EAA, SCCM, GP, Internet browsers.
- Bit locker, Wi-Fi, Mobile pass, MFA, MDM, Skype for business and Blackberry support.
- Office 365, MS Exchange server, MS-Outlook, MS-Excel, MS-Word.
- Active directory & Corporate directory.
- Support for Laptop, desktop, printers and scanners.
- Worked on antivirus applications such as Symantec, Kaspersky.
- Aware of collaborations tools – MS Teams / Jabber / One Drive.
- I-Series (As400) and Z-Series (Mainframe).

## CERTIFICATIONS & ACHIEVEMENTS

- Topper of 10<sup>th</sup> Board & Awarded by GOVERNOR of Jharkhand State.
- Certificate of Technical support fundamentals grow with GOOGLE in Capgemini.
- Certificate of Supporting and Troubleshooting Windows 10 by MICROSOFT in Capgemini.
- Attended International Conference on Current Research on Embedded, Information and Computer Technologies (ICERT-17).
- Workshop on E-MATLAB for Electronics & Electrical.
- Certificate of workshop on PLC & SCADA.
- Completed minor project on ELECTRONIC SECURITY LOCK.
- Winner of State level INTER Schools Competition in karate (kata) and English Hand writing.
- Certificate of Appreciation by CHILD CARE SOCIETY.

## ACADEMIC PROJECT

<b>Project:</b>	<b>SMART PHONE CONTROLLED WHEELCHAIR THROUGH BLUETOOTH</b>
<b>Duration:</b>	2 Months
<b>Tools used:</b>	Microcontroller, GSM Module, Java
<b>Description:</b>	The Core of our project was a Bluetooth wheel chair. The requirements for the Bluetooth wheel chair were that it must connect wirelessly to a host via Bluetooth and that the host must be able to control the Bluetooth wheel chair's movements: forward, backward, left and right turn.

## PERSONAL TRAITS

- Quickly adaptable to new technologies swiftly.
- Excellent Decision making skills with a positive approach.
- Ability to work under pressure.
- Good Communication Skill.
- Great User handling skills.
- Smart work and positive thinking.
- Self-Motivated and Great team player.
- Ready to accept changes & challenges.

Confidential

## INTERESTS

Reading Articles and Newspaper.  
Trending blogs – Science & Technology.  
Love to Solve Rubik's Cube and Learn new skills.  
Playing Cricket.

## PERSONAL DETAILS

Father's Name : Mr. Vijay Kumar  
Mother's Name : Mrs. Sunita Devi  
Date of Birth : 29-06-1991  
Nationality : INDIAN  
Place : RANCHI, JHARKHAND  
Languages Known : Hindi, English

## Declaration

I hereby declare that the above written details are best of my knowledge and belief.

ABHISHEK KUMAR