

## **DEVENDRA SWAROOP SAHU**

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Mobile No: 9770115663

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### **CAREER OBJECTIVE**

I intend to work in an organization which can extract maximum of my potential and use it for fulfilling organizational objectives effectively and helping me giving shape to my creativity and growing personally as well as professionally through a learning experience process.

### **WORK EXPERIENCE**

- Worked with **ADISON POWER TECH PVT.LTD.** since July 2020 to December 2021 as Desktop Support engineer.
- Currently working with **INFINIMINDS PVT LTD** (Project Wipro) since January 2022 as Service Desk Engineer

### **JOB RESPONSIBILITY**

- Provide support to 200+ users on windows platform
- Incident / problem determination and resolution on a 24 x7 basis
- Installation, Configuration and Administration of Windows7 / Windows 8 and windows 10.
- Troubleshoot problems All Model Desktop & Laptop Hardware and OS Configuring of Driver & Devices.
- Configuration New user PC & Profile, IP Address and LAN.
- Troubleshooting, installing and configuring Mail Clients like MS Outlook, IBM Notes and Troubleshooting mail problem.
- Solve internet related problem Configuration Basic TCP/IP Setting.
- User account creation, User account deletion and modifying Users assigning permissions.
- Remote management through Team Viewer, Workspace one, & Remote Desktop to solve Windows and Software issue.
- Installation, configuration and maintenance of Network Printers.
- Installation and upgrade hardware and software components.
- Take care of all the internal office software's support.
- Provide technical support to Remote users.

### **TECHNICAL SKILLS:**

- Knowledge of Desktop / Network Hardware Components Installation, up gradation and Troubleshooting.
- Work on Experience of Windows XP & Windows 7, 8 installations, Customization and Troubleshooting in Different Vendor Products (Desktop / Laptop).
- Installation & configuration of LAN Network in Windows Environment (Win7, win 8 and win 10 Etc.).
- Installation of various software, Application and Utilities.

- Managing the installation and configuration part of all standard software as per the Company policy.
- Configuration and Troubleshooting of Mail Client like Microsoft Outlook, IBM Notes.

### **EDUCATIONAL QUALIFICATION**

- B.E. (Electrical & Electronics) 74.20% from RGPV, BHOPAL in the year 2017.
- 12" higher secondary 78.20% from board of secondary education M.P. in the year 2013.

### **PERSONAL DETAIL:**

<b>Name</b>	Devendra Swaroop Sahu
<b>Father's Name</b>	Mr. Prakash Kumar Sahu
<b>Mother's name</b>	Mrs. Radha sahu
<b>Language</b>	Hindi, English
<b>Date of Birth</b>	14/05/1996
<b>Address</b>	111, Gandhi ward, kandeli, Narsinghpur Madhya Pradesh. Pin: 487001

### **Declaration**

**I hereby Declare that all the information Presented above are true and correct to Best Of my knowledge and belief.**