

RESUME

Mukesh.V. Thakor

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TA: - Dholka,

District: -Ahmedabad

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Objective

Experienced help desk specialist with expertise in the installation of computer peripherals for users. Seeking to work as a help desk specialist in fast paced organization where my potentials will be put in work as per Sop. To take up responsibility as a help desk specialist, providing solutions in a timely manner for issues that may arise at

Education			
Institute	University/Board	Presented	Year
Radhu Group Vidhyamandir	Gujarat High. Secondary Board	47.29%	2006
SarashwatiVidhyamadir	Gujarat Secondary Education	49.00%	2004

Computer Knowledge			
Diploma	Institutes	Grade	Years
Basic Computers Software fundamental	Planet Computer Institute	(A+)	2007
Diploma in Hardware & Networking	Global Study & Centre	(A+)	2008

Work experience				
Designation	Date Of join	Date Of Leave	Origination	Location
Under Government Project & Training	01-01-2008	15-01-2009	Bell Corporation	Kheda-Nadiyad
Desktop Engineer (Field Engineer)	02-02-2009	04-10-2013	Meet InfoTech	Dholka
System Admin	15-10-2013	17-03-2015	GimaTex Industries	Ahmedabad
IT Assistant	03-04-2015	15-12-2019	Rai University	Ahmedabad
IT Executive	01-03-2021	30-11-2021	Jay Formulations	Kerala,Bavla
IT Executive	01-12-2021	Present	'CanPac Trends Pvt ltd	Kerala,Bavla

Responsibilities

Attending to customer's calls on time. Troubleshooting and solving the problem at instance.

Working as a customer support engineer my responsibilities include interacting with the customers, understand their requirements and provide enhanced technical support.

- Installing, supporting and maintaining new computer system hardware and software infrastructure, Microsoft M365 Cloud with Share Point.
- Managing email, anti-spam and virus protection with EPS Console & Anti-Virus.
- Setting up AD, Group Policy Domain User accounts, permissions and passwords
- Equipment, Instrument, Computers, Monitoring network Usage.
- Ensuring the most cost-effective and efficient use of computer system.
- Suggesting and providing IT solutions to business and management problems.
- Ensuring that all IT equipment complies with industry standards.
- Analyzing and resolving faults, ranging from a major system crash to a forgotten password
- Undertaking routine preventative measures and implementing, maintaining and Monitoring network security, particularly if the network connects to the internet.
- Providing training and technical support for users with varying levels of IT knowledge and competence.
- Supervising other staff, such as help-desk technicians.
- Working closely with other departments/organizations and collaborating with other IT staff.
- Managing the website and keeping internal networks running.
- Monitoring the use of the web by employees

TECHNICAL SKILLS

- Installation Windows 11 (all), Windows Server 2016,2022,Microsoft Office,SQL Database Ex, MySQL.
- Configuration & Installing Accounting SAP ERP, Pharma Suite, Microsoft Dynamic.
- SQL DATA Base,Data Backup Managed NAS, Shared Data Permission & Security.
- Installing and Configuration email software Outlook Express, Microsoft365 Outlook, Netscape Mail, Thunderbirds,
- Configuration Microsoft Cloud M365, Share Point, G-Suits Mail Console, Email Hosting, Web Mail
- Installation Attendance Machine, Payroll Software, Rules & Rights Studio, .Net, Tally Prime, Coral Draw, AutoCAD, Maya Architecture.
- Managed & Support Laser Printers, Inkjet Printer, Thermal Printer, Scanner, Xerox Machine.
- Handling Pharma Machinery Like, Blister, Compressor, Coting, SSPM, Graduation, User Access And Rights, Password Store Policy & Recovery.
- X-Portal Net ERP Software Using For Lift Access Control, Barrier Gate Access Control, Door Access Control, Maintains & Installation, CCTV Camera ,NVR,DVR
- Application Support & Troubleshooting Pharma Industries like HPCL (Thermo Fisher Scientific), FTR, UV, and Stability Managed As per SOP.

CCNA SKILLS

- Installing and Configuring Windows Server 2008, 12 Active Directory Services.
- Managing and Administrating all User domains and accounts By Group Policy.
- Networking, LAN & WAN trouble shooting. Network Auditing, Knowledge of configuration and maintenance.
- DHCP (Dynamic host configuration protocol), VPN (Virtual Private Network),
- DNS (Domain Name Service).
- Windows mail, print server, File Server
- Designing IP addressing scheme using subnets. Configuring Routers and Switches, Switch Configuration.
- Router configuration (static routing, dynamic routing)
- Managed Firewall Sophos, SeqriteUtm, Sonic Wall, Cyberoam old, Untangle etc.

Personal Profile

Name : Mukesh.V. Thakor
Birth of Date : 03-04-1986
Marital Status : Married
Religion : Hindu
Nationality : Indian
Hobbies : Internet Surfing to music and Traveling
Language : Gujarati, English, Hindi,

Further I certify that information furnished by me above is true and correct to the best of my Knowledge.

Date:

Place: Dholka, Ahmedabad

Mukesh Thakor

