**CURRICULUM-VITA**

**NAME VIJAY KUMAR C:\Users\Administrator\Desktop\mcp_logo.gif**

**ADD 1714, Sector – 1, Rohtak, Haryana-124001**

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**Mob No. 9555943300**

**Career objective**

* + To become a part of the team in an esteemed and highly professional organization like yours in order to achieve company’s objectives and goals. For attainment of such purpose I will work hard as well as smart to carry out duties/responsibilities assigned to me and fully devote myself to my duties to ensure proper results.

**Total Experience**

* 7 years experience as a Desktop support and Jr. Administrator in Domain based network.

Good hands on SAP, Oracle, Lotus Notes, Lotus traveler, Lotus same time, Microsoft outlook ,Blackberry, antivirus, WI-FI, video conferencing, VPN installation and trouble shooting on client side, Dhurva sysc, Manage engine asset, CCTV Camera, IMS and vendor management. Additionally I am also taking care of Lotte india rohtak factory EPBAX system, Access control & announcement system.

**Current Role and Responsibility in Lotte India corporation Ltd.**

* Administration of Windows Server at site.
* Configuring & troubleshooting of Local Area Network.
* Coordinating with third party Vendors for warranties, AMC and repairs etc.
* Supervision of issues related to Hardware and Software for Computers at Rohtak Factory, and troubleshooting of these if escalated to them.
* Coordinate and work along with the Site IT engineers for faster resolution of the issue.
* Solving user related problems regarding OS, MS-Office, SAP application, MS Outlook, Internet, and Printing etc.
* Data Backup of mails, PMS Server, scada server & file server.
* Support to departments to diagnose and evaluate the issues related to the software/backup or attached computer/printer with the instrument of QC/Engineering, Production, store etc., and help them resolving internally at their end. Help the internal team and coordination with the instrument vendors to further resolution of the same.
* Managing backup of the software installed for instruments of QC/Engineering or any other department to meet the requirements of arma regulatory compliance.(21 CFR part 11 )
* Coordinating with ISP for Internet and VPN related & other issues at site.
* Coordinating with engineering department in new LAN Setups at site.
* Escalating Server related issues and other non-local errors to HO-IT.
* Provide technical assistance and first level support for incoming queries and issues related to computer systems, software, and hardware.
* Respond to queries either in person or over the phone.
* Train computer users.
* Attending monthly & weekly meeting.
* Budget preparation for Rohtak Factory.
* Respond to email messages for customers seeking help.
* E-mail client configuration remotely/over phone.
* SAP client configuration.
* Escalation handling related to IT support Engineer
* Mobile Data Transfer, CD Burning, Remote Desktop Assistance.
* Report issues to the Service Desk for escalation.
* Walk internal customer through problem-solving process.
* Run diagnostic programs to resolve problems.
* Follow up with customers to ensure issue has been resolved.
* Maintain inventory of all hardware equipment and software.
* Asset tagging and tracking of hardware equipment.
* CCTV camera support.
* Access control/Bio-matrix system support.
* EPBEX (SIEMENS) tacking care and co-ordinate with vendor if any issue.

**Company Detail**

* **Lotte India Corporation Ltd.**

June-2015 to Till date as a IT officer.

* **GATI-KWE (P) Ltd.**

April 2012 to May-2015 as a senior associate IT.

* **HCL Info system Ltd.**

May 2011 To March 2012 as a Sr. Desktop Engineer cum Jr. Administrator on **Escorts Ltd. Project (Faridabad).**

* **Inca InfoTech technologies Pvt. Ltd., New Delhi.**

From June/2009 to April/2011 as a desktop engineer on Canara bank circle office Meerut.

**Educational qualification**

* + B.Sc. from L.N.M.U. Darbhanga, Bihar
  + 12th (PCM) from Bihar intermediate education council Patna.
  + 10th pass from Bihar School Examination Board Patna.

**Technical Qualification**

* Diploma in computer hardware and networking (chip level) from A-SET Training and Research Institute, Karol Bag, New Delhil-05. **(A-grade)**

**Certification**

* Microsoft certified professional (MCP).

**Personal details**

Name Vijay Kumar

Father’s name Tejnarayan Singh

PAN No. CMSPK9297H

D.O.B 08-01-1989

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Mob no. 9555943300

Marital status Unmarried

Sex Male

Nationality Indian

Religion Hindu

Language known English, Hindi.