Arun Kumar Upadhyay

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A detail-oriented professional with a passion for service in the information technology industry. Skilled in a wide range of desktop applications, their uses, and how to maintain and repair them. Expert interpersonal communicator who is not satisfied until the customer is satisfied.

Work Experience:

1. **Company:** GIS Consortium India Pvt. Ltd.
   Designation: IT executive
   Duration: December 2019 to till date
   Roles & Responsibilities:

   - Microsoft office 365 installing Outlook Configured on (IMAP)
   - GIS software installation like ArcGIS 10.2 ,10.4 AutoCAD 3D 2015,2019,2021 ZWCAD, Global Mapper version 2015,2019 QGIS 3.20 ,Google earth Pro Map info 7.5
   - Windows server 2019 installing
   - In windows Server 2019 Create (Domain DNS OU GPO Users Built-in)
   - Apply policy on domain side like as USB block Display services active on domain user picture disable, and other policy apply on clint side
   - Operate Canon c5235 printer machine _ For scanning printing and photo state & host side all features apply this machine
   - Cisco switch install on Rack and all Lan cable maintain
   - Operate Router Wi-Fi
   - Troubleshooting on Net problem

2. **Company:** Bangur Cement Ltd.
   Designation: IT support engineer
   Duration: Sep. 2018 to Dec. 2019
   Roles & Responsibilities:

   - Online support for ERP and technical issues
   - Configure different settings and installations of hardware and software as per e mploys requirement
   - Software installing on Bangur cement like as – IBM lotus Node 8.5 Check point Java Tight VNC Microsoft office 2013 Standard

- IBM lotus 8.5 Data Backup & restore Data Archive create folder
- Remotely troubleshooting of ERP on site
- Visit Shree cement plant for Preventive maintenance & hardware issues shootout
- Networking between one and more pc in local area network
- Windows troubleshooting like as registry error group policy.

3. **Company:** V4U Technical Services
   Designation: Hardware & Networking Support
   Duration: Dec. 2017 to Sep. 2018
   Roles & Responsibilities:

   - Installing the system and configuring the peripherals, and attending to field calls from customer and complaints for system trouble shooting and repairs
   - Explain the customers on time taken, repair process and possible cost for the service or inclusion under warranty & AMC rule follow
   - Achieve productivity and quality as per company's norms.
   - Install the operating system and appropriate application software as per customer preference
   - Install additional software as per standard employees requirement.
   - BSOD error solve
   - Completely Windows troubleshooting
   - Antivirus installing Avast quick heal and updates
   - Windows defenders update and software update
   - Hanging issues solve from cache memory prefetch memory and using cc cleaner changing setting of Windows and upgrade Ram upgrade processor version upgrade
   - Printer issues sharing issues and installing Network printer and USB printer Wi-Fi Printer
   - Windows server access domain user and create domain account, join Domain
   - Microsoft outlook 2007 configured (IMAP,POP3) and Data backup outlook ,restore Data
   - Desktop mother issue find out by using Diagnostic card
   - To diagnose the issues in computers and laptop hardware modules
   - Internet Browser troubleshooting
   - Software installs like as coral draw, adobe photoshop, AutoCAD 2013
   - Patch panel punching & IO punching.
   - Straight cable & cross cable.
   - Networking camera & normal camera installing.
   - Networking (Server to Clint)

- Node to node Networking
- Work group Networking & Wireless Networking
- Server 2008 installing and apply policy

4. **Company:** Balaji IT solution
   Designation: Hardware engineer
   Duration: Sep. 2017 to Nov. 2017
   Roles & Responsibilities:

   - Sale purchase of IT hardware parts
   - To assemble and set up computer and laptop
   - To assemble and install the peripheral hardware
   - Laptop Desktop assembling & Dis assembling
   - Laptop Desktop hardware parts services and cleaning
   - Microsoft Windows install like as windows XP, window 7, window 8.1, window 10
   - Windows drivers installing on all windows edition
   - Laptop desktop hardware issues diagnostics & changing all hardware parts
   - Software installs like as Microsoft office all version adobe reader google browser.

Academic Profile:

- Pursuing BCA From Subharti University Meerut With 2nd Years.
- Diploma in Field Technician Computing and Peripherals (1 Year) From Pradhan Mantri Kaushal Vikas Yojana The Skylark Educational Welfare Society Muzaffarnagar in 2016-17.
- Diploma in (DCHNE) Diploma of Computer Hardware Networking engineering From Mahavir Group of Institutions (MGI) Muzaffarnagar in 2016-17.
- Completed 12th from UP board in 2015 PCM with 58%.
- Completed 10th from UP board in 2013 PCM with 78%.

Personal Details:

Name:	Arun Kumar Upadhyay
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