MUKESH AGRAWAL
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Present Address:
Tonk Phatak Madhuwan Colony 23, Jaipur
(Raj)

SUMMARY:

Seeking a Position in a fast Paced and Ambitious Environment that can offer mentoring, exiting projects andopportunities for career growth while engaging and enhancing my skill set of technology, integration, systemanalysis.

SOFTWARE PROFICENCY

- Programming: HTML, CSS, C, java
- System Administration: Microsoft Office, window7,8.1,10
- Virtualization: VirtualBox, VMware
- Proficient in hardware and software troubleshooting
- • Strong knowledge of computer systems, programming languages, and software applications
- • Ability to set up and configure computer systems and network devices
- • Experience in maintaining lab equipment and performing routine maintenance
- • Excellent problem-solving and analytical skills
- • Strong communication and interpersonal skills
- • Ability to provide technical support and guidance to lab users
- Provided technical support to lab users, assisting with software installations, resolving technical difficulties, and answering user inquiries.
- Collaborated with IT staff and other technicians to resolve complex technical issues and implement system upgrades.
- Additional Experience: Include any relevant experience or internships that demonstrate your technical skills and ability to work in a computer science-related environment

PROFESSIONAL EXPERIENCE: (Total 7 year EXP)

Organization Name: Rajasthan college (One year)
DESIGNATION : Lab technician

Organization Name: Trigyn technologies (From July 2022 to present)
DESIGNATION : Senior Executive - Service Desk

Organization Name: krish compusoft services Pvt. Ltd (kcs) (From Aug-2021 to feb 2022)

Designation: Tech Support Engineer (Emitra plus)

Project: EMITRA (State Govt. Of Rajasthan) (From Aug-2017 to July 2021)
Designation: Tech Support Engineer
(IME)Company Details:
Organization Name: Progressive Infovision Pvt. Ltd(Wipro)

Description of Project: DoIT & C (Emitra Project) has initiated setting up a network to establish the communication infrastructure with an aim to improve the administrative efficiency and effectiveness,thus improving the quality of service to common man.

- To provide reliable vertical and horizontal communication corridor within the state administration tomake Government more productive and Compatible.
- To achieve e-Governance commitment and bring governance closure to public.
- To provide efficient service delivery system.

Job Responsibilities:

- Troubleshooting client-side issues related to Emitra Portal and all transaction clearances of client side.
- Monitoring Emitra Tools iSEQL.
- Configuring & troubleshooting Emitra portal.
- Responsible for troubleshooting Microsoft Windows Issues (window7,8.1,10).
- Responsible for sharing printers.
- Monitoring Calling, Mailbox, Rajonline and Rajasthan Single Sign On portal
- Configuring biometric devices.
- Resolving Emitra plus related issues such as Internet Connectivity,Mapping,Demapping, user managementetc.
- Monitoring and providing solutions of CRN (Complaint Register Number) regarding different services.
- Monitor Calling and Mailbox.
- Monitor Rajonline and Rajasthan Single Sign On portal.
- Working in e-Mitra plus project of DOIT&C, Government of Rajasthan (GoR) which provides 70+services to the common man in the rural and urban areas using -eMitra plus Kiosk.
- Maintaining and uploading the Kiosk operator data to the portal.
- Monitoring Emitra plus Machine data on backend and uploading it on Emitra Portal

Skill & Strength:

- Time Punctual
- Hard Working

Hobbies:

- Listen Music
- Travelling.

B. Tech (Computer Science Engineering) **RTU** **2017** **64**

EXPERIENTIAL LEARNING (SUMMER INTERNSHIP PROGRAM)

Company Name :- BSNL
Project Title :- REPORT CARD MAKING

DECLARATION:

I do hereby declare that the above information is true to the best of my knowledge.

Place: **Mukesh Agrawal**

Date: **(Signature)**