Ashok Singh

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SUMMARY:

Application support engineer/executive oversee the installation and maintenance of software application in order to streamline business operation, their duties include optimizing software application performance, installing updates and perform debugging process.

SOFTWARE PROFICIENCY:-

- PROGRAMMING: HTML, CSS, JAVA, PYTHON.
- CISCO VC DEVICE, PANASONIC DEVICE, SOFTWARE, SAP.
- JAVA IDE-: VISUAL STUDIO CODE, JUPITER NB (CORRETTO JDK, JAVA, PYTHON, C/C++).
- SYSTEM ADMINISTRATION: MICROSOFT OFFICE 365 & 2021, WINDOW 7,8.1,10,11, UBUNTU, KALI LINUX, WINDOW SERVER 2016
- DBMS: SSMS 18, MYSQL WORKBENCH
- VIRTUALIZATION AND WORKSHEET: VIRTUAL BOX, VMWARE, EXCEL (SPREADSHEET).
- FRAMEWORK: SPRING BOOT (BEGINNER).
- NETWORKING TOOLS: SOLAR WIND, WIRESHARK.
- CMS: WORDPRESS, JOOMLA.
- ANIMATION: BLENDER 3.5, PHOTO SHOP (BASIC).
- AWS CERTIFICATION: SIMPLILEARN AWS SOLUTION ARCHITECT, TECHNICAL ESSENTIAL MASTER PROGRAM.(2023-2024)(SHARED ON LINKEDIN PROFILE)
- AI: CHAT GPT(LEARN NEW TECHNOLOGIES IN AI)
- NVIDIA NGC

PROFESSIONAL EXPERIENCE:-

NIMS UNIVERSITY (NIET) Jaipur (Rajasthan)

Computer lab technician/attendant& IT engineer

October 2023-Till date

Roles and Responsibilities: -

- Configure Konica Minolta, Canon (all type printer (ip based and non ip)).
- Manage N/W Devices like switches, router.
- Collect student and generate report as per requirement.
- Manage system data and backup.
- Ubuntu system administration and installation
- Manage and configure basic super computer data.
- Asset report generation and tagging on system.
- Training to student for Ubuntu command and logical functioning.
- Monitoring of system health check and hardware functioning
- Contact to OEM/vendor for support and repairing spare parts
- Configure laptop as per department software requirement.

Subham Associates (HRRL) pachpadra (Rajasthan)

Senior IT engineer/Network engineer/IT FMS

April 2023- October 3-2023

Roles and Responsibilities:-

- Manage the VC equipment (Cisco, Panasonic).
- Configure new laptop as per HPCL and HRRL policy.
- Configure Konica Minolta, Canon, Hp LaserJet, Lexmark printer, Plotter (IP and Non IP).
- Sap install and configuration by user requirement (module).
- Manage N/W Devices like switches, router, and sonic wall, Fortinet firewall.
- Manage access point on physical location and CCTV software installation and monitoring.
- Manage Asset Inventory and Device location.

- Report to manager regarding new requirement.
- Troubleshooting Fiber optics cables and fault rectification, io port punching.
- Hardware assessment and software assessment.
- Knowledge of cisco jabber, citrix receiver, outlook configuration as per unit id.
- Manage IP address according to devices.
- Generate daily health check report of local server, pri lines, sap and email server.
- Troubleshooting mobile devices and workstation.
- Configure licensed Zoom, WebEx and Teams meeting in Vc conference/Laptop.

Mahindra Defense Systems Ltd, Jaipur (Rajasthan)

Analyst/Executive (RISL)/Senior Technical support/Application support l2 /Desktop support l3

Jan 2020- March-2023

Roles and Responsibilities:-

- INSTALL DIAL 100 AND VMS APPLICATION AND PROVIDE SUPPORT ON THESE APPLICATIONS. ALSO PROVIDE TRAINING TO CLIENT AND EMPLOYEE ON ITMS, FRS, DIAL 100 AND VMS APPLICATION.
- RESPONSIBLE FOR FULL FILLING NEW REQUIREMENTS OF CUSTOMER REGARDING ITMS APPLICATION.
- ADEQUATE KNOWLEDGE IMPLEMENTATION AND FUNCTIONING OF ABHAY COMMAND CENTRE AND SMART CITY PROJECT.
- RESPONSIBLE FOR INTEGRATION OF ITMS AND E-CHALLAN APPLICATION WITH RAJASTHAN GOVERNMENT E-MITRA ONLINE PAYMENT GATEWAY FOR PAYMENT OF CHALLANS ONLINE AND INTEGRATE ITMS APPLICATION WITH QOGNIFY VMS SYSTEM TO GENERATE MANUAL CHALLANS.
- VIDEO WALL AND CONTROLLER CONFIGURATION AND UPDATE SYSTEM SECURITY.(EXD PRONTO)
- SOLVE INTERNAL PROBLEMS AND IMPLEMENTED GOAL-ORIENTED STRATEGIES.
- PREPARE REPORT DOCUMENTS AS PER REQUIREMENT OF DEPARTMENT AND TPA ON DAILY AND MONTHLY BASIS.
- EXAMINE INFORMATION TO FIGURE OUT WHAT IS RELEVANT TO A PROBLEM AND WHAT METHOD MIGHT BE USED TO ANALYZE IT.
- WORKING WITH CLIENT TO UTILIZE THE APPLICATION, PRODUCT PROPERLY AS PER NEEDS.
- PROVIDE TRAINING TO CLIENT AT JAIPUR AND OTHER SITES.
- LIAISE WITH VENDORS AND OTHER IT PERSONNEL FOR PROBLEM RESOLUTION.
- COLLECT AND ORGANIZE INFORMATION FROM A VARIETY OF SOURCES AND PROVIDE PHYSICAL TECHNICAL SUPPORT AND GENERATE ISSUE TICKET AND GIVE PROPER RESPONSE.
- MONITOR THE SYSTEMS AND APPLICATION PERFORMANCES PER CLIENT BASIS AND OTHER REMOTE APP.
- DISCUSSION WITH MANAGER AND TEAM TO IMPLEMENT CHANGES.
- LOGGING THE QUERIES OF CUSTOMER.
- RESPONDING TO CALL OUT IN TIMELY.
- TESTING CCTV CAMERA LIKE HIKVISION, SECURA, DAHUA.
- ANALYSIS OF CALL LOG AND SYSTEM LOG FOR IDENTIFICATION OF ERROR.
- ALSO MANAGE NETWORKING (ADVANCED IP SCANNER) AND STORAGE (NET-APP MONITORING), SENSOR AT OUR END.

DOIT&C, Progressive Info vision (WIPRO), Jaipur (Rajasthan)

Incident management Engineer (Helpdesk)

Jul-2017 to Apr-2019

Roles and 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, RAJ ONLINE AND RAJASTHAN SINGLE SIGN ON PORTAL
- CONFIGURING BIOMETRIC DEVICES.
- RESOLVING EMITRA PLUS RELATED ISSUES SUCH AS INTERNET CONNECTIVITY, MAPPING, DEMAPPING, USER MANAGEMENT ETC.

Myscon Pvt Ltd, HCL, Bhopal (Madhya Pradesh)

CCTNS Instructor and Tech support

Jan- 2016 to Feb -2017

Roles and Responsibilities:

- SUPPORT, ADMINISTRATION, AND MANAGEMENT OF ALL WINDOW SERVER, SINGLE. OS.
- MANAGEMENT OF USER ACCOUNT AND ACCESS CONTROL OF CLIENT DATA.
- TROUBLESHOOT PROBLEM IN APPLICATION, PRINTER, OS, AND REMOTE SUPPORT.
- CONFIGURE MS OUTLOOK. POWERPOINT, WORD ETC.
- WORKED AS AN INSTRUCTOR AND TECHNICIAN IN POLICE STATION (SEHORE, MP) UNDER THE CCTNS PROJECT (MYSCON PVT LTD.) UNDER HCL IN SIX-MONTH EXPERIENCE AND WORK FOR NETWORK SOLUTION. (TECH SUPPORT)
- TROUBLESHOOTING WINDOWS OS AND OTHER HARDWARE ISSUES (SUCH AS HARDWARE ASSEMBLING, ERROR ISSUE ETC.)
- BACKUP AND RESTORATION.
- INSTALLATION AND CONFIGURE ALL ANTIVIRUS WITH NEW UPDATES.(BITDEFENDER , AVG, KASPERSKY, NORTON, TRENDMICRO)
- RESPONSE AND CLOSURES OF ALL CALL WITH COMMITTED NORMS.
- CONFIGURE OF ATTACHED DEVICES WITH PC.
- PROVIDE IT ASSISTANCE TO INCLUDE APPLICATION SUPPORT, HARDWARE AND BASIC NETWORKING.

EDUCATION QUALIFICATION:

- B.E (COMPUTER SCIENCE ENGINEER) FROM RGPV, BHOPAL (2015)(76.4)

TRAINING& PROJECTS:

- COMPUTER HARDWARE RESOLUTION TRAINING IN ENTREPRENEUR SHIP DEVELOPMENT PROGRAM. (IN COLLEGE)
- PHP WEB DEVELOPER FROM SEP 2015 TO FEB 2016
- SIX-MONTH TRAINING IN PHP WEB DEVELOPER IN INFO PARK INNOVATION WITH CMS.
- ON-SHOPP MULTIFUNCTIONAL WEBSITE PORTAL SYNOPSIS---MULTIFUNCTIONAL SERVICES.

AWARDS&ACHIEVEMENTS:

- CERTIFICATE IN SRIJAN COMPETITION PRESENTATION
- SECURING 1^{TH} POSITION IN LAN GAMING WITH A TEAM (COLLEGE LEVEL COMPETITION).
- BRONZE AND SILVER MEDAL IN FOOTBALL COMPETITION. (OUT SCHOOL)