Name of Personnel	TEJPRAKASH BHARDWAJ	
Current Designation	Senior Executive- Service Desk	
Proposed Position for this Assignment	Will be filled by Pre-sales/Delivery at the time of RFP submission	
Total Experience in Years	8 YEARS	
No of years with Trigyn	5 Months	
Nationality	Indian	
Language proficiency	HINDI, ENGLISH	
Summary	• EXPERIENCE IN SYSTEM CONFIGURATION, REPORT MAKING, SLA IMPLIMANTATION	
Academic Qualification:		
Education/ **Qualifications**	• B. TECH.	
Academic Institution Graduated from & Year	• RAJASTHAN TECHNICAL UNIVERSITY	
Certifications / Specialization	•	
Technical Competency		
Technical Skills Summary	• System configuration and troubleshoot, MS OFFICE	
SOFTWARE AND HARDWARE &NETWOKING PROFICIENCY:	• Cisco router and switch physical install , Microsoft Office, window 7,8.1,10,11, Ubuntu., Window server 2016, Networking tools Bin box and install in Wi-Fi dives Ex- LSG5 ,SST MICRITICK ETC.	
Operating Systems	• Install operating systems and other Software	
Databases	• Basic knowledge in SQL & PLSQL	
Application Server	•	
Tools, Technique & Practices, Methodologies	• Install in Wi-Fi dives Ex- LSG5 ,SST MICRITICK ETC	
Prior Professional Experience (Last organisations)		
Experience 1	Organization Name	Trigyn Technology Ltd
	Employment Duration	• 8 HANDLING TECHNICAL ASPECTS OF THE PROJECT • HANDLING SLA • HANDLING MEETING WITH THE CLIENT • Solving grievance HANDLING TECHNICAL ASPECTS OF THE PROJECT • HANDLING SLA • HANDLING MEETING WITH THE CLIENT • Solving grievance month and rajcom mail handling.
	Designation	Senior Executive – Service Desk
	Location of work	JAIPUR
	Key Responsibilities	• HANDLING TECHNICAL ASPECTS OF THE PROJECT • HANDLING SLA • HANDLING MEETING WITH THE CLIENT • Solving grievance • 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.
Experience 2	Organization Name	CMS COMPUTERS LTD
	Employment Duration	8 MONTHS
	Designation	PROJECT COORDINATOR

	Location of work	JAIPUR
	Key Responsibilities	• VENDOR TRAINING • MANTAING KEY REPORTS • HANDLING SLA • HANDLING MEETING WITH THE CLIENT • HANDLING TECHNICAL ASPECTS OF THE PROJECT

Experience 3	Organization Name	PROGRESSIVE INFOVISION PVT LTD
	Employment Duration	4 YEAR
	Designation	SUPPORT EXCUTIVE
	Location of work	JAIPUR
	Key Responsibilities	• HANDLING TECHNICAL ASPECTS OF THE PROJECT • HANDLING SLA • HANDLING MEETING WITH THE CLIENT • Solving grievance
Experience 4	Organization Name	TEJYS NETWORK
	Employment Duration	1 YEAR
	Designation	SUPPORT EXCUTIVE
	Location of work	JAIPUR
	Key Responsibilities	• Cisco router and switch physical install , • Microsoft Office, window 7,8.1,10,11, Ubuntu., • Networking tools Bin box and install in Wi-Fi dives Ex- LSG5 ,SST MICRITICK ETC. • Customer HANDLING

Experience 5	Organization Name	NNIMS UNIVERSITY
	Employment Duration	8 MONTH
	Designation	LAB TECH
	Location of work	JAIPUR
	Key Responsibilities	• Providing Technical Support • Managing Lab and helping user • Managing System Inventory
Project Experience		
Key Clients	• DOIT&C & NIMS	
Key Projects	• E-MITRA AND BANK BC • E-MITRA PLUS • NIET COLLAGE LAB TECH	
Key Achievements	•	
Key Projects - Project 1	Project:	E-MITRA
	Client:	DOIT&C
	Role:	SUPPORT L2
	Project Duration:	5 YEAR AND 5 MONTHS
	Technology:	SYSTEM CONFIGURATION

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.



(TEJPRAKASH BHARDWAJ)
Place
22/05/2
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