

GAUTAM A. GOHIL

ADDRESS

**PARMANET : 14/71, GAYATRI NAGAR SOC.,
GUJARAT HOUSING BOARD, NALSAROVAR ROAD,
SANAND-10, SANAND, AHMEDABAD - 382210
CURRENT : FLAT NO. 207, HARI VILA FLATS, NEW
AZADNAGAR, NAVI FHATAWADI, SARKHEJ,
AHMEDABAD - 382110**

OBJECTIVE

To offer extensive knowledge of **Desktop Support, System and Network Engineer** to an organization that can use a

Skilled young professional with an aptitude for quickly learning and applying new technology...

EXPERIENCE

| **IT - Associate Analyst (Technical Support Engineer) |**
| **Tech Mahindra Ltd. |**
| **Dates From Nov 2017 – Till Date |**

- ✚ Provide Support & troubleshoot over voice and remotely to the Future Group Clients and VIP support Engineers.
- ✚ Configuring & Troubleshooting MS Outlook Issue.
- ✚ Monitoring and managing user accounts in active directory, Exchange & Zimbra Mail
- ✚ Maintaining Client Computers, Domain and Local User Accounts.
- ✚ Setting up New Users, Deleting & Disabling User Accounts, User Profiles, Logon Restriction
- ✚ Managing Internet access to users as per client requirements.
- ✚ Handling common issues with immediate resolution and creating KB article for same
- ✚ Assisting in various application interfaces including developed by UNIX (Linux), .Net.
- ✚ TP Linux Servers – Logging into the servers to check proper functionality on daily Basis (Store Wise)
- ✚ Creating Symantec Endpoint Protection antivirus for 32bit and 64 bit systems



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PERSONAL ATTRIBUTES

- ✚ Nature to study deeply whole work before starting the work.
- ✚ Habit of planning and scheduling the work and finish it accordingly.

| Jr. Coordinator ERP (Desktop Support Engineer) |
| Applewoods Estate P. Ltd. |
| Dates From Feb 2014 – Nov 2017 |

- ✚ Provide support to end-users in troubleshooting and resolving of desktop PC/ Laptop problems (Hardware, software and application) and related peripherals (Printer, scanner etc.)
- ✚ To perform installation, setup, configuration, migration, upgrading and maintenance of desktop PC/ Laptops OS, software and related peripherals.
- ✚ Tested the IT networking systems, monitored the performance of network and maintained computer systems of the organization.
- ✚ Maintain LAN networking.
- ✚ Configure Outlook and Provide solution to end User.
- ✚ Sharing files with sharing permission.
- ✚ Create Weekly Backup on external Media.
- ✚ Maintain and provide solution for LaserJet, Desk Jet and Network Printer.
- ✚ Maintain updated inventory of all hardware and software.

| Desktop Support Engineer |
| Nandan Exim P. Ltd. |
| Dates From Feb 2012 – To Feb 2014 |

- ✚ Provide support to end-users in troubleshooting and resolving of desktop PC/ Laptop problems (Hardware, software and application) and related peripherals (Printer, scanner etc.)
- ✚ To perform installation, setup, configuration, migration, upgrading and maintenance of desktop PC/ Laptops OS, software and related peripherals.
- ✚ Maintain LAN networking.
- ✚ Configure Outlook and Provide solution to end User.
- ✚ Sharing files with sharing permission.
- ✚ Maintain and provide solution for LaserJet, Desk Jet and Network Printer.

✚ Total involvement in the assigned work until it gets completed successfully.

✚ Ability to work in team as well as individually.

SPORTS AND INTERESTS

✚ Swimming, Cricket, Table Tennis, Pool

✚ Reading latest novels. Finance related Books. Favorite Books Are Rich Dad Poor Dad, The Scam, the monk who sold his Ferrari and many more

PERSONAL DETAILS

| Date of Birth: 6th Feb 1992 |

| Gender: Male |

| Marital Status: Married |

| Nationality: Indian |

| Language: Gujarati, Hindi, English |

| Soft Skills: Team spirit, Behavioral traits such as attitude, Smart working, high Energy, Creativity, Leadership Power. |

| Specialty: Positive Attitude, Self-Confidence, Quick Learner, Decision making power. |

| Desktop Support Engineer |
| Prompt Softech P. Ltd. |
| Dates From Jan 2010 – To Feb 2012 |

- ✚ Provide support to end-users in troubleshooting and resolving of desktop PC/ Laptop problems (Hardware, software and application) and related peripherals (Printer, scanner etc.)
- ✚ To perform installation, setup, configuration, migration, upgrading and maintenance of desktop PC/ Laptops OS, software and related peripherals.
- ✚ Maintain LAN networking.
- ✚ Configure Outlook and Provide solution to end User.
- ✚ Sharing files with sharing permission.
- ✚ Maintain and provide solution for LaserJet, Desk Jet and Network Printer.

EDUCATION

| T. Y. B.com | 2013 | Gujarat University |
| ADCHN pro | 2009 | GT Computer Hardware and Networking College (P.) Ltd. |

KEY SKILLS

- ✚ Experience with Windows XP / VISTA / Windows 7/8, Windows 10, Server 2000, Server 2008 R2, Server 2012 R2.
- ✚ Good communication Skills.
- ✚ Configure and maintain Cyberoam CR50iNG & Dell Sonic Wall TZ400.
- ✚ Well experienced in corporate desktop support environment
- ✚ E-Mail Client Configuration & Support (Microsoft Outlook and Outlook express)
- ✚ Knowledge over LAN technologies & Caballing.
- ✚ Well experienced in Dairy Machinery Installations and Servicing.

REFERENCES

| On Web |

YOUR FITHFULLY

| Gautam A Gohil |