

Hemant Vats

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[HemantLinkedInProfile](#)

Skills

- SLA Management.
 - Good comprehensive and analytical skills.
 - Ability to work under stress.
 - Self-motivated and self-independent.
 - Leadership personality and well organized, able to manage a team.
 - Ability and willing of traveling if required.
 - Good presentation, communication, and interpersonal Skills.
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Objective

To work in a challenging and dedicated environment where my skills and expertise could be applied best to meet the organizational goal, and get exposure to IT industry.

Experience

ORGANIZATIONAL EXPERIENCE

Job Description: Network/Desktop Support at HCL PVT. (Feb 2015-May2017)

Job responsibility:

- Working in organization having near about 800 customers.
- Testing of software to being used by/for customers.
- Asset Management.
- Incident, request and Sla management.
- Managing Trainee Team.
- Handling of escalated Incident & Request.
- Managing Customer's request and complains, vendor management as well.
- Handling of client site alone.
- Knowledge of Thin Client technology.
- Activating the LAN Connectivity port, Configuring network printer.
- Installing of Access Point, Computer System, Operating System and software.
- Troubleshooting of Network, Laptops and Desktop, remotely also.
- Configuration of Outlook and it's troubleshooting.

Job Description: Previously worked Desktop Support Engineer in Net Connect Pvt. Ltd. (Dec 2012-Jan2015)

Job responsibility:

- Troubleshooting of computer system, outlook, and applications.
 - Incident & Sla Management.
 - Connecting VCs.
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Educational Qualification

- 10+2 with 74.60% in year 2007 from SSVM, Sambalpur (CBSE).
- 10th with 73.20% in year 2005 from DAV Public School, Ranchi (CBSE).
- B Tech in Computer Science with 86.79% in 2011 from NIT Durgapur.

Technical Skills

- Windows: Win7, Win8, Server 2008, Linux, Win Xp, DOS,
- Linux: Red Hat & Ubuntu (GUI) - basic Knowledge and troubleshooting.
- Troubleshooting of Windows & applications issues.
- IP addressing, TCP/IP Protocol, networking.
- Router & Switches: Basic configurations.
- Knowledge of thin client.

Personal Details:

- **Date of Birth:** 17th July 1990
 - **Father's Name:** Naresh Vats.
 - **Permanent Add. :** Panchvati Colony, Beur-2, Odisha.
 - **Languages Known:** English, Hindi.
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Activities

Work as coordinator and headed as the member of college club (Arts & culture) and organize various functions in college.

Declaration: The above information furnished by me is true to the best of my knowledge.
Reference will be given if needed.

Date: _____

Place: _____

Signature