

# Rajeev Ranjan

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 [rajeev ranjan](#)

## OBJECTIVE

To work for an organization which provides me the opportunity to enhance my knowledge and utilize my skills for the development of organization and for personal growth. I seek challenging opportunities where I can fully use my skills for the success of the organization.

## EDUCATION

**Indian Institute of Information Technology (IIIT) Kota | Rajasthan, India**

**August 2022**

Bachelor of Technology in Electrical Engineering

**Secured Distinction (CGPA of 6.5/10)**

## EXPERIENCE

[WebReinvent technologies Pvt Ltd. Delhi NCR](#)

**Office Administrator**

**February 2023 Current**

- The work description of a **system administrator and management** typically encompasses a wide range of responsibilities related to overseeing and maintaining the IT infrastructure of an organization
- Install and configure Operating System: Windows 11, 10, 8.1 and Windows 7.
- MacBook Air Configuration Setups, Windows and Software Installation.
- Infrastructure Management, User Support, Backup and Recovery, Security Management, System Upgrades.
- Their responsibilities vary based on the size of the organization, industry requirements, and specific IT infrastructure needs.
- Setting up wireless NIC, Local and Network Printer Settings and Configuration.
- MS Outlook Configuration, Backup and Restore Process.
- Remote Management through Teamviewer, Bomgar, Microsoft Team and Ammy Admin to solve Windows and Software Installation.
- Take care of all the Internal Office Software's Support.
- Knowledge of gitkraken and know how to use it.

[Beganto Software System pte Ltd \(payroll: Innovative Digitech services\) Delhi NCR](#)

**Desktop Support Engineer**

**January 2022 - February 2023**

- Troubleshooting on all desktop infrastructures, office connectivity, webcast and all related issues.
- Troubleshooting web browser related and wireless Issues on customer computers.
- Coordinating with the team to resolve escalations.
- Providing Core support on all Microsoft products (Skype for business, Outlook, Access, Excel, Word)
- Imaging the laptops with bootable Drivers.
- Good knowledge of Windows server 2016 services with all vital domain services.

## KEY ACHIEVEMENT

**Enhanced Office Efficiency:** Implemented new office systems, leading to 30% increase in efficiency.

**Rapid Issue Resolution:** Resolved over 95% of all IT issues within the first hour of receiving a request.

**Cost-effective Inventory Management:** Managed IT inventory, reducing costs by 20%.

**Team Training Success:** Trained team resulting in 40% improvement in tech issue resolution speed.

## SKILLS AND ABILITIES

**Skills:** Management, Handling vendors, Decision making, Gitkraken, Network Knowledge,

Troubleshooting Abilities, Technical Proficiency, Remote Support, HTML, CSS, Hardware and Software Installation, Security Awareness, Documentation and Reporting, Team Collaboration, Adaptability and Learning

**Personal Strength:** Honest, Polite, Determined and result oriented Good verbal skills | Hardworking and Courageous and willing to take Initiative for solving problems | Also maintains good interpersonal relations with peers | Adaptability and ability to work under pressure.

**Languages:** English (Fluent), Hindi (Fluent)