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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
Bachelor of Technology in Electrical Engineering

August 2022
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)