

## **ALOK**

S/O Mr. Birendra Kumar  
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## **Objective**

To work in a challenging atmosphere where I could get an opportunity to learn and develop my technical skills.

## **Working Experience**

Over all experience :- 5 years and 3 months.

Working as an IT Support Engineer at Mahindra and Mahindra Financial Services Ltd. a client of Net Business Solutions India Ltd. (1 August 2019 to till now).

### **Role & Responsibilities:-**

- Network Management
- User's issue resolution via telephonic and mail.
- Application Support.
- Hardware Support.
- Project Management and implimentation.
- Call resolution with SLA.
- Team Handling.
- Vendor Management.
- Asset Management.

Worked as an Assistant IT for PMA-APL- South Bihar Project (Saubhagya Yojna) a client of Rodic Consultants Pvt Ltd. (26 April 2017 30 July 2019).

Worked as a Desktop Support Engineer at HDFC BANK Ltd a client of Wipro Infotech Ltd (29 Jan.2016 to 10 Feb. 2017).

## **Educational Qualification**

- B.Tech in Computer Science Engineering from Dev Bhoomi Institute of Technology, Dehradun in 2014 with 60%.
- Intermediate from B.S.E.B. in 2009 with 59%.
- Matriculation from B.S.E.B.in 2007 with 51.2%.

## **Personal Skills**

- Quick Learning & Grasping Ability.
- Ability to work in a Team & individually as well. Confident and Determined.
- Ability to cope up with different situations.
- Self Motivated.
- Target Oriented Approach.

## Areas of Interest & Hobbies

- Listening songs.
- Travelling.
- Surfing Internet.
- Watching movies.
- Reading Books.

## Personal Information

Name	Alok
Date of Birth	27 <sup>th</sup> of Sept. 1991
Gender	Male
Languages Known	English & Hindi
Marital Status	Single
Nationality	Indian

## Declaration

I hereby declare that the above information is true to best of my knowledge and belief me.

Date :.....

Place:.....

**ALOK**