

**RAJU RANA**

**IT SUPPORT SPECIALIST**

COMPUTER HARDWARE AND NETWORKING.

**Contact: +91 9898095788**

**E-mail: [ranarajum@gmail.com](mailto:ranarajum@gmail.com)**



**JOB PROFILE:**

20 Years of working experience at IT Technical Support Services.

Technical Support:

Maintain Desktop, Laptop, Printer, Server, Firewall, Switches, Routers.

Troubleshoot and resolve hardware, software, and network-related issues for all company departments.

Provides IT technical support in person and remotely to end users.

Answers end user IT questions and troubleshoots standard IT issues, problems and failures with Parsons hardware, software, peripherals or workstations.

Email Management:

Set up and manage official company emails, ensuring secure and efficient communication.

System Maintenance:

Regularly update and maintain operating systems, software, and applications.

Network Management:

Maintain network equipment, including Server, Firewall, routers, switches.

Knowledge of Active Directory Group Policy Management.

Data Backup:

Ensure regular backups and data recovery solutions are in place.

IT Inventory Management:

Manage and keep track of IT assets, including hardware and software licenses.

Reporting to IT site lead.

Provides IT on call support for nonbusiness hours (Weekends and Holidays).

Performs other responsibilities associated with this position that may be appropriate.

## **EXPERIENCE:**

### **➤ OFFICE AUTOMATICS, VADODARA.**

(MAY 2002 TO 13 NOVEMBER 2003 for 1 and Half Year)

HCL Distributor, Supply Installation and maintenance of HCL Desktop PC.

### **➤ M/S. RHYTHM ELECTONICS, VADODARA**

(15 NOVEMBER 2003 TO 13 DEC 2006 for 3 Years)

"RHYTHM ELECTRONICS" the main distributors of WIPRO:

SAMSUNG: INTEL: HCL: ACER for its computer related peripherals.

## **KEY ROLES:**

- Assembling of Computers.
- Installation and maintenance of Desktop, Laptops, Printers.

### **➤ ISYSTEM INDIA PVT.LTD. VADODARA, GUJARAT, INDIA. HP GOLD PARTNER**

(15 DEC 2006 TO 31.03.2021 for 14 Years 3 Month)

"ISYSTEM INDIA PVT.LTD" HP GOLD PARTNER

Supply and Service Provider of HP Make Desktops, Laptops, Printers, Servers to Govt.Sector, Private Sector, Universities and Multinational Companies of Gujarat, India.

## **KEY ROLES:**

- IT Helpdesk Support Residence Engineer in GSFC  
(Gujarat State Fertilizer & Chemical Limited, Vadodara, Gujarat, INDIA)  
Handling 350+ HP Model Desktop, Laptop, Printers, under AMC Contract for 1 Year.
- IT Helpdesk Support Residence Engineer in GIPCL  
(Gujarat Industries Power Company Limited, Vadodara, Gujarat, INDIA)  
Handling 200+ Dell Desktop PCs, Laptops, Printers, Server under AMC Contract for 2 Year.
- Senior IT Support Engineer in GACL  
(Gujarat Alkalies & Chemical Limited, Vadodara, Gujarat, INDIA)  
Handling 500+ HP Model Desktop, Laptop Printers, Server, under AMC Contract for 5 Year.
- Back office Management of Parts Procurements for AMC Sites,  
Price negotiation with Distributors and HP Business Manager for Bulk Order.

**Successfully Completed 2000 laptop Supply and Installation order of CHAROTAR UNIVERSITY-CHANGA, GUJARAT, INDIA after Demise of Director in COVID19.**

**AFTER DEMISE OF DIRECTOR COMPANY CLOSED IN COVID19  
HENCE CHANGE JOB AFTER 14 YEARS.**

➤ **M/S. RAJ INFOTECH. VADODARA, GUJARAT, INDIA**  
(01 JULY 2021 TO TILL DATE 3 YEARS)

“RAJ INFOTECH” Supply and Service Provider of Desktops, Laptops, Printers, Servers to different Private Sector and multinational private limited companies.

**KEY ROLES:**

▪ **Project Incharge Residence Engineer in RA Back Office Services  
(Part of PIB Group UK Base Center in INDIA)**

supply and installation of HP Model Desktop, Laptop, Network Printer, Server, Structure Cabling, CCTV, Fire System, UPS, Video Conference System for 06 Month.

▪ **IT Specialist Residence Engineer in SCHURTER ELECTRONICS,  
(Swiss Technology Company making Component in INDIA)**

Handling 100+ HP Model Desktop, Laptop, Printer, Server, Attendance System, CCTV, UPS, under AMC Contract for 06 Month.

▪ **IT Specialist Residence Engineer in RADIANT HITECH PVT. LTD.  
(Shutdown, EPC Projects in INDIA and Outside INDIA)**

Handling 150+ Desktop, Laptops, Printers, Server, Attendance System, CCTV, UPS, under AMC Contract for 02 Year.

**EDUCATIONAL QUALIFICATION:**

Sr. No.	Exam Passed	Year of Passing	Board/Uni	Percentage
1.	S.S.C.	1996	G.S.E.B.	63.0 %
2.	H.S.C.	1998	G.S.E.B.	49.8 %
3.	F.Y.B.COM	1999	THE M. S. UNIVERSITY OF VADODARA GUJARAT, INDIA	49.0 %
4.	ADVANCE DIPLOMA IN COMPUTER HARDWARE & NETWORKING.	2002	JETKING INSTITUTE, VADODARA GUJARAT,INDIA	66.0 %

**PERSONAL DETAILS:**

Date of Birth : 24-05-1981

Marital Status : MARRIED

Religion : MUSLIM

Language Known : English (Intermediate), Hindi

Passport No. : S3714581

Passport Validity : 05/06/2028

Permanent address : C/55, BHAILALBHAI PARK SOCIETY,  
GORWA, VADODARA-390016.  
GUJARAT, INDIA.

**RAJU RANA**