Gourav pandey

+91 6200176066 Mayur Vihar 1 – New Delhi (110091)raajpandey735@gmail.com

OBJECTIVE

Seeking a better placement in an esteemed organization for enhancing my skills and abilities that offers professional growth while being resourceful, innovative and flexible.

EDUCATION

Bachelor Of Science (BSC), RGU JHHARKHAND	**2020-2023**
Intermediate, BSEB BOARD PATNA	**2018-2020**
Matriculation, BSEB BOARD PATNA	**2017-2018**

EXPERINCE

Remote Support Engineer	**April2023-June 2025**
Renovision Automation Pvt Ltd	

- Managing Tickets using service now tool and maintaining SLAs.
- Responsible for password reset request for users.
- Configuring Local and network printer.
- Providing remote assistance by using RDP.
- Configuring Outlook and adding mail accounts of users in outlook.
- Responsible to backup outlook mails.
- OS installation (reimaging) using LAN cable or via Autopilot.
- Configuring MFA for VPN Setup and troubleshooting.
- Responsible for VDI setup and troubleshooting.
- Responsible for RSA configuration for the client to enable MFA in VDI.
- Responsible to install Applications like SAP, MS Office, Adobe, etc. by taking remote to client system.
- Providing first call resolution.
- Following up of tickets on Service Now with customers and engineers till closure.

SKILLS

- Excel

- Coordination

- Problem Solving

- Customer Service

DECLARATION

I hereby declare that the details and information given above are complete and true to the best of my knowledge.