



Raushan Kumar

## Contact

### Address:

House 313, Gail no 2,  
Rao Harnath Singh  
Marg, kapashera new  
Delhi 110037

### Phone:

+91 7070306923

### Email:

raushankumar993445@gmail.com

## Skills

- Computer and laptop assembling and maintenance.
- Troubleshooting hardware and software problems.
- Installing and configuring the peripherals, components, and drivers.

## Summary

Aim to be an associate with a progressive organization that gives me scope to update my knowledge and skills in accordance with the latest trends and be part of a team that dynamically works towards growth of the organization and gains satisfaction.

## Work History

(15-April-2024 to till now) Senior Associate

**[Unravel Business Services Private Limited, (Entity of Grant Thornton Bharat LLP)]**

### **IT Support & Troubleshooting**

- Laptop configuration for new joiners, replacements, and project-based users.
- Data backup for LWD (Last Working Day) users and data restoration for replaced laptops.
- Resolving hardware issues (e.g., power, display, touchpad, mic, speaker, fan).
- Managing issues related to software like Adobe Reader, Microsoft Teams, Zoom, etc.
- Handling Autodesk software issues and managing licenses (Autodesk, Microsoft, Adobe).
- Performing Bitraiser activity in HPFS.



### **Asset & License Management**

- Physical asset count as per tasks assigned by supervisors or asset management personnel.
- Managing software licenses and user access (Autodesk, Microsoft, Adobe).
- Checking and managing antivirus (AV) checklist.



### **Networking & System Administration**

- Managing domain-related issues for remote location users.
- Basic networking tasks (with some revision needed for advanced tasks).
- Supporting Linux-based users (with occasional need for revision).



### **Communication & Coordination**

- Managing email replies and follow-ups.
- Handling Excel-based tickets and other software-related queries.

(17-March-2021 to 30-September-2023) IT & Technical Support

### Executive

**(Greenleaf IT Consulting Private Limited)**

- Having in hand knowledge of resolving issues on Software (troubleshooting) and software installation and configuration of Autodesk software (AutoCAD, AutoCAD LT, Inventor, Power shape, and Power mill), Microsoft Products, Mathcad, Sketch Up, and Primavera & maintain local server and resolving pc issues.

- Installing software and application to user standards.
- Install Window all version Linux, and Parrot Os.
- Backup Restore and Format Operating System
- Windows server installation and configuration, Hyper-V, Active directory, Group policy, DNS, DHCP, and SharePoint.

(October-2020 to February-2021) IT Field engineer

**(Pameesha Technologies Services Pvt. Ltd.)**

- Having in hands maintaining (All type of task had completed like any application software installation, or any type of hardware parts replacement and Change the OS Take backup etc.) of computer and laptop of banks like Kotak Mahindra, HDFC Bank, Axis Bank in Delhi, Delhi NCR and Noida location.

Education

- 2021- *Diploma in Network Administrator (DNA) & Ethical hacking from Jetking.*
- 2019- *B.sc (Chemistry) from L.N.M.U Darbhanga Bihar.*
- 2016- *12<sup>th</sup> from BSEB Patna Bihar.*
- 2014- *10<sup>th</sup> from BSEB Patna Bihar.*

Additional skill

- English Typing speed 25-30
- Front-end web Development.

Hobbies

- Internet surfing About Cyber security.
- Listening Story.

PERSONAL DETIALS: -

Father's Name	Shobha Kant Jha
Date of Birth	17/11/1998
Gender	Male
Marital Status	Married
Nationality	Indian
Religion	Hindu
Language Know	Hindi, English, and local language of Bihar.

Note: - I hereby declare that the information provided above is true and correct to the best of my knowledge and belief.

Date: -

Place: -

**Raushan Kumar**