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## SUNDEEP

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**Mobile No:** +91 7899365376

### CAREER OBJECTIVE

To pursue a highly rewarding challenging position in my career, which best utilizes and enhances my technical expertise, experience and interpersonal skills.

### KEY RESPONSIBILITIES HANDLED

- Working experience on **AD, DHCP, DNS, RDP** services
- Setting up **G-suite Mail Admin Configuration** for **User creation, Mail, Filtering SPAM, Settings** etc. and **Mail Client Installation** and Troubleshooting.
- **Office 365 Administration, MS-OFFICE 13, 16, 19, 21** installation and client Installation and troubleshooting.
- Ask target questions on issues to diagnose problem
- Taking care of asset files and inventory management
- Ability to multitask and manage multiple projects simultaneously
- Manage the networking of organization as per instruction given by superior Maintain the proper communication through LAN between various department Follow-up IT product Quotation, Warranty and purchase with vendors.
- **Calling Customer care toll numbers Rising Tickets** and arrange for **Warranty Services** for branded products
- Upgrading and repairing faults on systems, networks and peripheral equipment
- Assembling and disassembling for all the hardware part for computer, laptop and network switches
- Excellent Email communication skills. Project management skills. Excellent coding (HTML, CSS, JAVA) skills. Experience of using web design programmers such as **Hosting, Domains, Server, Database**
- Highly creative with experience in identifying target audiences and devising digital campaigns that engage, inform, and motivate
- Buying and Selling Traffic various fields in **digital marketing (Ad networks)**
- In IT infrastructure various roles, we worked on Desktop Support Engineer, IT On-Site Engineer, Data Backup(Commvault) Engineer, CCO (Call Co-Coordinator), asset management Engineer

### ACADEMIC DETAILS

- **Diploma in Computer Science, 2021**  
**Grade: 80% First Class with Distinction.**  
Board of Technical Education, Bengaluru  
Sanjay Gandhi Polytechnic, Bellary | Karnataka, IN
- **SSLC, 2018**  
**Grade: 66.24% First Class**  
KSEEB, S.G High School, Bellary | Karnataka, IN

### SKILLS SUMMARY

- **Operating System:** Window 7, windows 8 & 8.1 & windows 10 & 11 all windows servers, kali Linux, Linux, Ubuntu, Network security experience.
- **Hardware and Networking:** Installation of OS, peripherals and software, computer assembling, servicing and troubleshooting
- Up gradation of software, installation of **office 365**, MS office applications & other utility software
  - Edesk ticketing tool
- **Hosting & Domain:** Buying different name to Creating Domain after websites, webpage in various Category. Hosting Server (Godaddy, BlueHost, Cpanel)

## WORKPLACE ACCOMPLISHMENTS

- **SYSNET CHAMPION**

*(July 2023)* Best Employee, for outstanding performance & contribution to the organization.  
**Sysnet Global Technologies Pvt Ltd. In JSW Steel Ltd.**

### Work Experience

➤ **IT Engineer & CCO (Call Co-Coordinator) (11 Nov 2022 to 10 Feb 2024)**  
**Sysnet Global Technologies pvt ltd. In JSW Steel Ltd (Vijayanagar).**

- Provide L1 and L2 support via Calls, Emails.
- Provide accurate information on IT products or services
- Meanwhile update each ticket on a daily basis and follow up with the Team.
- Delegate tasks and set deadlines
- Listen to team members' feedback and resolve any issues or conflicts
- Excellent communication and leadership skills
- Taking care of all the Network related issue and providing end user support, Data Backup, firewall, backup server and antivirus
- Maintaining 365 office and Gmail and Admin Tools / Window email Settings
- Taking care of asset files and inventory management
- Coordinated with Technical Teams to Install and Troubleshoot Industrial Computers
- Maintain all the hardware and networking related issue
- Knowledge of Ticket Logging Tool like Service Desk in JSW EDESK,
- Assist for VPN, Wi-Fi, and Installation
- Performed Backup/Recovery strategies, disaster recovery tasks, and troubleshoot network connectivity issues
- Working on various Security Agents..(sentinelone agent,sapphireims agent,qualys)
- Become familiar with the Systems, Network, Database, Desktop Engineers, programmers, developers, and each team in the IT Department.
- Coordinating and reporting to internal and external Managers
- Daily follow-up Mail, resolve the issues. ● Assembling and updating hardware components

➤ **Web Designer & Digital Marketing (10 July 2019 to 27 Sep 2022)**

**Webs Divine (<https://deborahotoole.com/websdivine/>) & Online Advertising Various Ad Networks In Remote (2135 W. LEDGEWOOD CIRCLE, TAYLORSVILLE, UTAH, USA 84129).**

- An excellent and experienced Web Designer from USA, INDIA providing proactive web development services at affordable rates. I believe I'm fabulous in creating designs in My CPanel server and Domain.
- Design and develop visually appealing and user-friendly websites that align with client branding and marketing strategies
- Strong understanding of UI/UX principles and responsive design
- Proficiency in HTML, CSS, and JavaScript
- Working knowledge of content management systems (CMS) such as WordPress or Hosting, Domain.
- Familiarity with SEO principles to optimize websites for search engines
- Excellent communication and problem-solving skills
- Ability to multitask and manage multiple projects simultaneously

- Monitor and analyze website traffic, user behavior, and campaign performance to identify areas for improvement and optimization
- Manage and optimize digital advertising campaigns across various platforms, including social media and search engines and Ad Network
- Create engaging and targeted content for various digital channels, including website, blog, email, and social media
- Collaborate with internal teams to develop digital marketing materials, including landing pages, email templates, and digital (Pop ads, push ads, direct link) ads
- Proven experience in digital marketing, preferably in the investment management industry
- Buying and Selling Traffic various fields in digital marketing (Ad networks)

➤ **Computer Lab Technician (01 Jun 2022 – 02 Nov 2022)**

**Sanjay Gandhi Polytechnic College In (Bellary).**

- Developed websites, and computer software and hardware maintenance & network monitoring.
- Social Media Monitoring Strategy.
- Tech gadgets Buying and Selling.

**PERSONAL DETAILS**

**Name : Sundeep**

**Father's Name : Steeven Prabhakar**

**Date of Birth : 02-10-2002**

**Religion : Christian**

**Nationality : Indian**

**Languages : English & Kannada, Hindi.**

**Gender : Male**

**Marital status : Unmarried**

**Address: : Siruguppa Road 3rd Cross, Opp. BBC Degree College, and  
Kurihatti Bellary. 583101**

**I hereby declare that all the details furnished above are true to the best of my knowledge.**

**Place: Bellary**

**Your Faithfully  
(Sundeep)**