

BALJINDER SINGH

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Address: VPO. Sataur, Distt-Hoshiarpur, Punjab -146001

To be an IT OFFICER Working for an Organization where my skills, energy and dedicated efforts will be of value and basis for my career growth.

Experienced and knowledgeable Information Technology Professional seeking to contribute training and acquired skills within a Tier One Technical Support and/or Help Desk role.

Work well independently, or in a group setting providing all facets of computer support such as troubleshooting, installations, and maintenance. In-depth knowledge and understanding of numerous software packages and operating systems. Skilled in providing Customer and End-User Help Desk Support. Easily identify and resolve technical issues and concerns. Excellent communication and presentation capabilities.

ACADEMICS

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|-------------|---|-----------------------|
| • 2003-2004 | DAV Senior Secondary School, Hoshiarpur | P.S.E. B Board |
| • 2004-2007 | GGDSD College Haryana, Hoshiarpur (PUCHD) | Graduation |
| • 2007-2008 | Desh Bhagat ITI, Hoshairpur (PTB) | ITI |
| • 2007-2010 | GNIT Dalewal Haryana, Hoshairpur (PTU) | Diploma CS |

HARDWARE & OPERATING SYSTEMS

- IBM compatible PCs, Sun Workstations, Ethernet, Cisco Routers, Video & Sound Cards, CD-ROM Drives, Multiplexors, Some high end printing systems.
- Windows 7/XP/2000/NT, Microsoft Exchange, Novell, DOS, TCP/IP, LAN/WAN development, basic electronics, semiconductor/solid-state circuitry, digital components. Knowledge of Adobe Photoshop 7.0.

WORK EXPERIENCE

- From August 2010 to March 2012 **Worked as IT Support Technician in MIDMAC CONTRACTING CO.WLL MAIN OFFICE (DOHA QATAR).**
- From March 2012 to March 2013 **Worked as JR. SYSTEM ADMINISTRATOR in MIDMAC-YUKSEL Joint Venture (Lusail Development Primary Infrastructure Construction Package 4 Road Project) DOHA QATAR.**
- From March 2013 to December 2016 **Assigned to MIDMAC PLANT OFFICE as IT SYSTEM ADMINISTRATOR (DOHA QATAR).**
- From June 2017 to October 2019 **Assigned to FOREVER LIVING PRODUCTS as a NETWORK MARKETER.**
- From December 2019 to July 2020 **Assigned to Under SUN TRADERS Co. EVEREADY INDUSTRIES INDIA as a PRODUCT MARKETER.**
- From October 2020 to April 2021 **Assigned to HOSHIARPUR NEWS as a Reporter & MARKETER.**
- From November 2021 to June 2022 **Assigned to THE STELLAR NEWS as a MARKETER.**

DUTIES & RESPONSIBILITIES

- Responsible for the installation and maintenance of IT equipment including (but not restricted to) printers, scanners, X-terms and workstations. Supporting customers using remote access technologies and also by visiting client sites.
- Diagnosis of desktop, application, networking and infrastructure issues.
- Experience of supporting a wide and varied client base.
- Troubleshooting PC's, laptops and mobile devices.
- Working closely with software suppliers to resolve operational issues.
- Utilised problem solving and troubleshooting abilities to resolve any major issues.
- Highly skilled in maintaining, analyzing, troubleshooting, and repairing computers/ Laptops, hardware, software and peripherals.
- Provided administrative and technical support to end users.
- TCP/IP networking and hardware maintenance and repair.
- Travelling to client sites to help with installs, deployment, and troubleshooting.

ADMINISTRATIVE ASISTANT /CLERK

- Perform administrative and office support activities for multiple supervisors.
- Duties include fielding telephones calls, receiving and directing visitors, word processing, filling and faxing as well as composing correspondence/reports for manager's signature, processing replies on incoming requests and putting preliminary work in play.
- Extensive software skill required, as well as internet research abilities and strong communication skills.
- Maintained Performance management records also update addresses and phone numbers in multiple computer programs.
- Performed routine clerical tasks quickly and accurately.

NETWORK MARKETING

- Generate leads for new sales through telephone, internet marketing and local marketing.
- Train & maintain a team of new independent distributors.
- Directed the hiring, training & performance evaluations for marketing & sales staff & supervised their daily activities.

Currently I am working with **Customer support as VLE in Common Service Centre.**

Currently I am working with **The Stellar News as a Reporter & Marketing Executive.**

PERSONAL DETAILS

Date of Birth	:	08-May-1986
Marital Status	:	Married
Language Known	:	English, Hindi, and Punjabi.
E-Mail	:	<u>babbumehra@outlook.com</u>

Date:
Place: Hoshiarpur
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