

Orvindra Singh Sandhu

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Computer technician with capability to troubleshoot and resolve hardware, software and networking problems.

Professional Experience:

PG Department of Computer Science, DAV College Jalandhar

Designation/Position: Senior Technician

May 2009 Onward

- Administration, installation, maintenance and troubleshooting of computer hardware, network connectivity, operating system and application software in the campus.
- Maintain network access and security through management of user accounts, email and group security profiles.
- Provided technical support for onsite and remote support for desktop and enterprise applications, printing, e-mail, web-connectivity, remote access, hardware and other end user issues.
- Manage software update process including antivirus, windows updates, service packs and application software.
- Managing Internet Policies for various levels of users.
- Mail Server Management for Organization.
- Emulate technical scenarios to find solutions and resolve issues.
- Provides technical solutions and escalate support for on-routine, highly complex technical issues.
- Work with vendors to maintain service levels / support and warranty issues.
- Supervising other technical users for the purpose of maintenance of hardware, software and network connectivity.
- Provide training to users with reference to identified difficulties and new tools / software implementation.
- cPanel/WHM Administration and website management of institution as per the requirement from time to time, along with regular updating.
- Administration of ERP Software of the Institution.
- Member of various committees for purchase of IT infrastructure of institution.

KEY SKILLS AND COMPETENCIES

- Window XP/vista/7/8/8.1/10, CentOS, Microsoft Office 2007-2019, laser printers, proxy servers, Antivirus.
- Knowledge of LAN/WAN/WLAN infrastructure, communications equipment & technologies, cPanel, WHM, Proxy Servers.
- Strong knowledge of MS Office suite including Word, Excel, Outlook, PowerPoint.
- Outstanding leadership abilities, able to coordinate and direct all phases of project-based efforts while managing, motivating, and leading project team initiative.
- Strong customer service orientation & ability to effectively prioritize and execute tasks in a high-pressure environment, high energy, flexible, quick learner and achievement-oriented individual.
- Strong communication skills (verbal and written), strong project management skills, solid time and priority management with good organizational skills.

Technical Environment:

Firewall, wireless AP's, GPO, AD, windows server 2003/2008/2012, CentOS, Proxy servers, Samba Server, Apache Server, MySQL, Telnet, Print servers, FTP Servers, DHCP, DNS, WDS, WINS, SMTP, Hyper V Manger, U T M, Laser/ Multifunction Printers/Copiers, Symantec Norton/ McAfee/Avast/Sophos Antivirus, IBM, Compaq, Dell, Fujitsu, desktop computers terminals, Window vista/7/8/8.1/10, Microsoft Office 2007/2010/2013/2016/2019.

Academic Qualification

- **B.Sc. (Economics with Computer Science) from GNDU, Amritsar.**
- **Post Graduate Diploma in E-Commerce and Internet Applications from GNDU, Amritsar.**
- **M.Sc. (Information Technology) from Punjab Technical University, Jalandhar.**