



Manpreet Singh

IT Desktop Support Engineer

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PROFESSIONAL SUMMARY

A competent IT professional and Telecom with more than 6 years of experience in the IT Support role. Excellent attention to installation, Configuration of Hardware & Software. Offering exceptional ability to work under pressure. Committed to quality performance with an ability to learn new procedures. Flexible, Positive, and responsive to change. A committed team player, self-motivated with the ability to communicate to all levels.

WORK HISTORY

THEODOR WILLE INTERTRADE - UAE, Germany, and US

TWI is a global US Government Contractor, supplying food, maintenance, and repair equipment to US armed forces and to commercial companies in Europe and Middle East.

IT Desktop Support Engineer

July 2018 - June 2020

Dubai, United Arab Emirates

Roles and Responsibilities

- Installation of operating systems, software installation, Printer installation.
- Troubleshooting, backup, solving internet & LAN problems, etc. solving all types of technical problems related to hardware & Networking.
- Install and configure Network printers, Managing files, and implementation of data
- Responding User Support Tickets and finding the root cause to fix it
- Managing and monitoring Server room/data center, reporting any red alerts
- Installing windows updates, critical security patches
- Monitoring server and networks using Pulseway monitoring tool
- New user workstation setup, VoIP phone
- Setup new user AD accounts and profiles and dealing with password issues
- Managing Telecom packages and International Roaming for User
- Assisting in evaluating vendor proposals and preparing a technical recommendation on PCs and peripherals
- Installation and configuration O/S and updates applications, Microsoft Intune, Antivirus, etc.
- Managing and administering Office 365 for Exchange Mail,
- Microsoft Intune, VPN, VOIP services network.
- Updating current infrastructure deploying new equipment.
- Provide investigation, diagnosis, resolution, and recovery for hardware/software problems.

SKILLS

- Windows 7 & 10
- System backups
- System upgrades
- Remote access technology
- Installation of OS and other applications.
- Anti-virus solutions
- Microsoft Intune management
- Computer Networking
- Mac OS
- Assembling and Troubleshooting Desktops and laptops
- Network cable patching, Installation of Wi-Fi routers
- Server/Client Administration
- Remote Access/Support
- MS Windows Server 2008/2012/2019

EDUCATION

Ramgarhia Institute of Engg and Technology
Phagwara, Punjab (India)

B.Tech : Electronics and Communication Engg.
August 2009 -July 2013

CERTIFICATIONS

- Windows Server Administration (Udemy)
- Computer Networking (Udemy)
- Network Security Expert (Fortinet)
- CCNA Course Completion (Nirankari Infotech)
- Windows Server Course Completion (NWking)

- Installation and troubleshooting IP Phones.
- Perform other IT related tasks as assigned by the manager
- Maintain assets for inventory ensuring all IT hardware are recorded
- Perform Day to day technical support for 100 + Users
- Install Microsoft Navision ERP tool in User system
- Installation, Configuration & Troubleshooting of Windows 7/8.1/10/ Apple product support.
- Installation & Configuration of Windows Server 2008/2012/2016
- Windows Server (2008/2012R2) of ADDS, DNS, DHCP, GPO, Fileserver.
- Installation & Configuration of MS Office 2016/2019.
- Configuration, Mail Archiving & Issues Resolving of Outlook Mail (POP3, IMAP, EXCHANGE)
- Manage Microsoft Intune Endpoint - Microsoft cloud-based management solution

Projects Worked on:

- Microsoft Teams Upgrade
- Intune MDM Policy Setup for Windows, Android, and iOS devices.
- Office 365 Apps upgrade
- Implemented cloud backup to OneDrive for Business by redirecting user profiles to OneDrive Business which also protects files from any Ransomware Attacks
- Implementation of Digital email signature certificates from DigiCert
- Implementation of Multi Factor Authentication for Office 365 emails
- Office 365 and Intune License
- Latest Biometric machine setup
- Upgrade user's system windows 7 to windows 10
- Win 10 Upgrade for 100+ users

DECON Telecom Solutions

RF Coordinator

April 2017 - May 2018

Chandigarh, India

Roles and Responsibilities

- Coordinated the drive Test team for new site & coverage AT drive test.
- RF Site Survey.
- Submit GSM site information Report.
- Resolving customer complaints.
- Basic testing for new sites.
- report making 2g,3g,4g

DECON Telecom Solutions

RF Engineer

December 2015 - March 2017

Chandigarh, India

Roles and Responsibilities

- RF survey.
- Site selection for achieving optimum coverage in the required geographical area by collecting HotSpots.
- Determination of Antenna Height and Orientation
- Determination of azimuth angle towards the far end & MW antenna height.
- Checking the obstacles, AMSL variation & Clutter on the LOS by route track method.
- Resolving customer complaints.
- GSM Optimization is done through parameter changes. Looking so far major KPI improvement like CSSR, CDR, HOSR & SD drop, etc.
- Identifying poor coverage and quality patches through a drive test and making an action plan to resolve them

Link Quest Telecom Limited

RF Engineer

October 2015 - December 2015

Guwahati, India

Roles and Responsibilities

- RF Drive Test and physical optimization of the GSM & WCDMA Networks.
- Preparing PowerPoint Presentation of Pre & Post Optimizations report Rx level & Rx Qual. Plots, RSCP, HSDPA, HSUPA, Eco/Io etc.
- Maintaining a complete document and preparing a weekly report.
- Measurement of physical parameters like Latitude, Longitude, Azimuth, Tilt, and Configuration.
- Primary optimization for verifying existing coverage, pointing coverage holes

Vcare Network (Falcon Marketing Pvt Ltd)

Branch Assistant

February 2014 - September 2015

Phagwara, India

PERSONAL DETAILS :

Date of Birth:	01/09/1991
Sex:	Male
Nationality:	Indian
Marital Status:	Married
Language Known:	English, Hindi, Urdu and Punjabi
Driving License:	International - UAE