



Contact

Address:

F-203, Siddhshilla appt.,
Vasna baraj Road,
Ahmedabad-07

Phone:

+919033869343

Email:

bhargav@outlook.it

Website:

<https://bhargavdubal.com>

D.O.B:

19/09/1988

Certifications



Languages

English
Gujarati
Hindi

About me

IT Specialist with over 10+ years of experience in information technology sector. Expert with a wide variety of Servers, Storage, Networking, Operating system and software. I am hard working and always anxious for acquiring knowledge from the sources around which helps me learning more in a small span of time.

Skill Highlights

- MCITP
- CCNA
- NetApp
- DOS
- Powershell
- Deployment (Windows)

Education

Edu. Type	Location	Yr. of passing	% obtained
S.S.C.	St.Xaviers High school Mirzapur	2004	74.29%
H.S.C.	New Samarth High School A'bad	2007	41.54%
D.E.C.	C. U. Shah, Wadhwan	2010	65.53%

Academic Project

During the course of DEC., I have performed a project on an infrared trans-receiver & completed the project successfully.

Certifications

- NetApp Certified Engineer (2017).
- Microsoft IT Professional: Cert. No. D248-8174
- CCNA: Cisco ID: CSC011936864
- Academic Training: TATA Teleservices Ltd.
- CNS: Certified Network Security Specialist

Professional experience

- CMS IT Services Pvt. Ltd. - Senior Customer Support Engineer
- Sysnet Global Technologies Pvt Ltd – IT Support Eng.
- Affinity Associates – Technical Support Analyst
- Ensure Support Services – IT Specialist
- HCL Infosystem – Associate Customer Engineer

Work History

CMS IT Services Pvt. Ltd.

05/2021 – Still working



Sysnet Global

Technologies Pvt Ltd

02/2020 – 05/2021



Affinity Associates

03/2019 – 08/2019



Ensure Support Services

03/2014 – 02/2019



HCL Infosystems Ltd.

05/2010 – 02/2014



Senior Customer Support Engineer

- Hands-on experience with ONGC as a vendor.
- Working as Customer Support engineer (ONGC).

Associate Customer Engineer

- Hands-on experience with State Bank as a vendor.
- Working as primary system analyst for Customer (SBI).
- Providing remote support to all the branches in Ahmedabad.

Technical Support Analyst

- Boosted network, system and data availability and integrity through preventative maintenance and upgrades.
- Handling Helpdesk & Ticketing systems on Cloud (**Freshdesk**)
- Managing client's security posture via **Bitdefender** that is based on cloud.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Configured hardware, **NAS** devices to set up system for employees.
- Backup software used are **Acronis Backup, Arc Serve**.
- Setup Skype for Business meetings with teams.
- Managing **Office 365 Admin console**.

IT Specialist Engineer (L2)

- Received training and certification from **NetApp** to represent brand, explain technical functions of storage devices and guide product selection by customer.
- Hands-on experience on all kind of server like **IBM** (x-Series, Blade Center), **HP, Dell, Lenovo Fujitsu, Lenovo**.
- Team Lead responsible for monitoring call queue, reporting on ticket volumes and distribution of procedural/technical docs to my team.

Associate Customer Engineer

- Hands-on experience with State Bank as a vendor.
- Worked as a Technical Team leader for 3 years.
- Provided remote support of the corporate clients
- Awarded as Star CE during the 2nd year.
- Helped improve IT service delivery, IT demand management and technology alignment through Management team (worked with **SBI**).