|  |
| --- |
| **Phone:** 9971504363  **E-mail:** [mandalgaurav81@gmail.com](mailto:mandalgaurav81@gmail.com) |

Gaurav Mandal

|  |  |
| --- | --- |
| Objective | To work with a reputed organization and reach new milestones in personal & professional level. |
| Work experience | **Oct 2012 – Oct 2014 HCL Comnet (NOIDA)**  Designation – Senior Analyst   * Resolving outlook issues cause after migration to outlook 2010 from Outlook 2003. * Resetting passwords and unlocking accounts. * L1 support for any computer issues. Installing applications, application errors, internet connectivity and browser issues, performance issues, network issues, detecting hardware issues and escalating to Vendor, VPN issues, mapping network printers, troubleshooting any computer issues and if the problem is not resolved then redirecting it to the right department or escalating it. * Follow up with other departments.   November 2009 – July 2011 HCL Bpo (NOIDA)  Designation – Technical Support Officer   * Worked in AT&T voice based process. * Troubleshooting Internet connectivity issues, router configuration and Outlook setup. |
| Education | 2003 - BA (Pass) from Deshbandhu College, Delhi.  **1998 - XII (Commerce)** from Raisina Bengali School, CBSE Delhi.  **1996 - X** from Shyama Prasad Vidyalaya, CBSE Delhi. |
| Computer Proficiency | * **1 year Course from NIIT**, it was a part of DNIIT program on 2002. |
| Personal details | Father’s Name: Jagannath Mandal  Permanent Address : 580 Niti Khand II, Indirapuram, Ghaziabad, UP – 201010  Marital Status: Married  DOB: 4/1/1981 |