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| HITESHMEGHLAAN | 3401/A, STREET NO-10,SGM NAGAR, Faridabad,HARYANA-121001+91 9354812862,7503518844hthakur003@gmail.com |

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|  | Objective |

To utilize my skills and ability to achieve the organizational goal and being resourceful and innovative to become an important part of the talent pool for the company I work in.

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|  | Experience |

**(Quadplay Digital LLP)**1 year experience as a Network support Engineer
Router configurations and networking and technical support had a profile in Quadplay Digital LLP company. **(Paisa Bazaar.com)**6 Month working experience
My profile in Paisa Bazaar was of a telecaller I had a great experience in this company, I got to learn Patience, Targets and Achievement from this company.

## (Hades Info System Pvt.Ltd)

## Job Role – (Solution Consultant)

### 1 June 2019 – *Present*

Invoay is a ERP application that I currently work on as a technical support and also software sale.

 SQL Server 2017
This is a window based application that is used to process bills of services and back office

use for various report like all sales report, daily sales report, bill based report etc.

Support & Implementation.

I had a very good experience in this company, my management was very good, team coordination was the best part here I got the knowledge of a lot of Erp software’s from here.

1.Invoay Erp

2.Zenoti

3.Nivision

I handled a lot of roles here in the Profile of Erp Solutions Consultant Like:-

1.Software Implementation

2.Software Training
3.Technical Support
4.Software Testing
5. Identify potential customer needs and recommend solutions

6. Access customer records and verify customer account information.

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|  | Specialization |

* Supported customers with basic technical support for current and past software releases.
* Assisted clients with general support for hardware, peripherals, network connections, and external software.
* Escalated help desk tickets to Level 2 / Tier 2 support when outside the scope of L1/T1 technician support.
* **computer networks** - installing, configuring and maintaining computers in large organisations
* **desktop support** - providing direct user assistance
* **vertical software applications** - working for a supplier of a software application for a specific business sector, such as retail, travel or pharmaceuticals

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|  | Skills |

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| * Software Troubleshooting & Problem Solving
* Phone & Email Technical Support
* Creative Thinking Skills
* Photoshop
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|  | Education |

## 10th | Sr.Shree Ram Model School

### 2009 – 2010

I completed my 10th standard in 2010 from Sr.Shree Ram Model School.

## Diploma in Computer Science | Government Polytechnic, Manesar

### 2014 – 2017

I’ve completed my Diploma from the Computer Science stream in 2017.

**12th | NIOS**
2012-2013
I completed my 12th in 2013 from National Institute of Open Schooling.

### **CCNA (Cisco Certified Network Associate) 2017 – 2018**

I’ve done CCNA Program from DUCAT (Faridabad)

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|  | Personal Details |

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| Father’s NameDate of BirthGenderLanguage KnownMarital StatusNationality | : Mr. Sulekh Chand: 22-June-1994: Male: English, Hindi, Punjabi: Single: Indian |

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|  | Hobbies/Passion |

* Travelling
* Gaming
* Music

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|  | Declaration |

Personable and knowledgeable IT support technician of experience assisting customers with various hardware and software related issues. Provided in-depth technical support to clients at a Tier 2 level, solving 99.2% of issues without transferring to Tier 3 support. Seeking to provide expert technical support to enterprise organizations as the L3 tech support engineer.

I hereby declare that the details provided by me in this resume are correct. I am aware that the company can use this data for verification purposes**.**

Faridabad Hitesh Meghlaan