

# Gaurav Tomer

IT Engineer

## Contact

### Address

Dubai, Al Mankhool

### Phone

971-545-062828

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gauravtomer28@gmail.com

## Skills

Technical issues analysis



Very Good

Desktop support



Excellent

Network diagnostics



Excellent

Technical Support



Excellent

Microsoft Outlook



Very Good

Issue troubleshooting



Very Good

Ticket support system management



Excellent

An experienced, customer focused Information Technology System Engineer with over 8 years' experience in multifaceted enterprise environments. Experienced in working within highly competitive IT sectors in customer facing roles. Highly adaptable and able to maintain intense workloads without losing on quality and customer service.

## Work History

2021-09-19

### IT Engineer

Current

*Dubai Park and Resorts, Dubai, DXB*

- Institute protocols for the use of IT across departments and projects
- Delivering IT support services to all business operations such as Operation, Retail, F&B business and end users
- Act as link between end users and higher-level support
- Trouble shoot systems, network problems and diagnosing and solving hardware or software faults
- Ensure all incidents and requests are recorded in Service Desk and actioned upon quickly
- Manage daily support issues on site, and escalating to proper channels as and when necessary
- Deploy & maintain IT equipment and software on site across the park and Resort
- Install and configure software and hardware (printers, network cards etc.)
- Oversee, track and measure system and network performance
- Perform troubleshooting, repairs and data restoration
- Understanding of TCP/IP protocols and LAN/WAN configuration
- Having experience in handling different park systems (Point of Sales ("POS"), VGS System, Omnico System, Digital Signage, ERP Support, NI Payment Gateways, Turnstile Support)

## Languages

Hindi

Excellent

English

Excellent

2017-04-15

2021-09-10

## IT Support Engineer

*West Zone Group, Dubai, DXB*

- Involved in installing the Windows Software's, Hardware's & all standard configuration.
- Performing configuration & troubleshooting of AD, DNS and DHCP Server.
- Windows Server installation and configuration on sites.
- Dealing with Vendors for purchasing IT equipment and rendering online support to customers to solve their issues.
- Maintaining and install antivirus & firewalls
- Install & configure POS, back-office PC, scanner, and printers.
- Rendering high-end technical support on systems, managing incidents, and ensuring high end-user satisfaction levels through solution of their problems.
- Troubleshoot networking, routing and inter connectivity issues, including troubleshooting of network device configuration and low to mid-level application interaction.
- Managing work and priorities through ticketing system and workflow.
- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Responded to faults in both LAN and WAN networks to rapidly restore connectivity and prevent unnecessary downtimes.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.
- Determined hardware and network system issues using proactive troubleshooting techniques.
- Managed backup and recovery of valuable data assets to safeguard availability and comply with applicable regulations.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.

2013-08 -  
2017-02

## IT Support Engineer

*Star Link Logistics, India, IN*

- Handling escalation independently and ensuring that such incidents should not happen in future.
- Installing Windows Software's, Network Printers, Scanners, & all eureka Forbes standard software's etc.
- Maintaining Printers, Desktop, Laptop, Scanner etc.
- Installation, Integration, Configuration, and proper support of Active Directories based on Windows Server 2012 R2.
- Installation, Configuration and Troubleshooting of Domain Controller.
- Configuration and troubleshooting of DNS and DHCP server.
- Active Directory Implementation Support Engineer.
- Supporting Field Engineer while Adding PC into joining Domain remotely or onsite.
- Hardware knowledge: Ability to diagnose and Fix any kind of Laptop, PC / Desktop.

## Education

2008-09 -  
2012-07

### B. Tech CSE: Computer Science

*Lovely Professional University - India*

## Certifications

2017-02

MCSA

Microsoft Certified Solutions Associate