

# Reet Kumar Bind

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## OBJECTIVE

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- To work in a challenging environment, this enables me to learn new things in the professional domain.
  - Ability to learn new things quickly.
  - Ability to perform under time constraints.
  - Ability to maintain a reliable and methodical approach to support and documentation.
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## Technical Skill Set

- **Software Engineer with 5 Years of experience in Service Desk/ Application support.**
- HTML
- CSS
- Java Script
- Photoshop

## WORK EXPERIENCE DETAILS:

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**From Feb 2021 to Till Now**

**Employer : LTI - (Tecnic Integration Technology Pvt Ltd - Payroll)**

**Designation: Software Engineer**

### Roles & Responsibilities

- Managing ONGC Govt. Client Users application regarding request.
- Resolve all issue related to DISHA ONGC PAPERLESS PROJECT, By using HTML, CSS and Basic JavaScript related issues and service Request.
- Managing File handover and File reassignment request for ONGCIENCs
- Secure File Transfer Protocol Managements.
- Share Path Access, SFTP
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**From August 2018 to December 2020**

**Employer : IBM - (Sampark Software Pvt Ltd - Payroll)**

**Designation: IT HELPDESK**

### Roles & Responsibilities

- Managing CBIC Govt. Client as well IBM Users data request in our organization.

- Response Call, Emails & Messages & Resolve all IT related issues and Data Request.
- Adobe Applications, VPN id creation, IBM Notes Issue,
- Printer Configuration, Scanner support for all users like login issues,
- Secure File Transfer Protocol Managements.
- Share Path Access, Keychain issues, and Application
- **ITSME / HPSME** ticketing tool raise request 24/7 using helpdesk toll free number as well email id by using MS Outlook/IBM Notes.
- Incident Management, Service Request Management.
- Track incident status Provide resolution to the user.
- User creation & providing access in AD.
- Active Directory Services -- Managing Users & Modifying objects, Creating DL.
- Email configuration in Mobiles.
- Creating, maintaining tickets for based upon Desktop, Server and Laptop related issues by using ServiceNow
- Critical Jobs start and end time of SLA verification.

**From August 2016 to Oct 2018**

**Employer : TATA Consultancy Services Bangalore - (Foraysoft Pvt Ltd - Payroll)**

**Designation: System Engineer**

#### **Roles & Responsibilities**

- Managing Tata Sky Client as well Vendor Users in our organization.
- Response & Resolutions for all IT related issues
- Adobe Applications , VPN id creation, Outlook Issue,
- Printer Configuration, Scanner support for all users like login issues,
- File Vault, Migrant Assistant, Outlook issue,
- Share Path Access, Keychain issues, and Application
- **ITSME** ticketing tool raise request 24/7 using helpdesk toll free number as well email id by using MS Outlook.
- Incident Management, Service Request.
- Track incident status, Provide resolution to the user.
- User creation & providing access in AD.

**From Feb 2016 to August 2016. (6months)**

**Employer : Medi Assist India TPA Pvt. Ltd Bangalore.**

**Designation: Operation Executive.**

#### **Roles & Responsibilities**

- Receive dump file from database.
- Raise Insurance claim request as per priority.
- Monitor CRM Application.
- Track life cycle of claim request.

- Send the daily work report to TL.

**From March 2015 to September 2015. (6months)**

**Employer : BOB eProcure Solutions Pvt Ltd**

**Designation: Operation Executive.**

**Roles & Responsibilities**

- Receiving RA Business Rules & Vendor Details from the Client (KIOCL & BHEL) then Circulating the mail to the Vendors.
- Collecting the Pre – event document from the vendors.
- Launching the RA & issuing the link, username & password for the vendors & Client.
- Conducting the Sealed Auction then sending the Reports to the Client after Receiving the Start Price from the client conducting the Reverse Auction as per the Client Requirements.
- Collecting the Post-event document from the vendors.
- Finally sending the RA Reports & Price Break up to the Client.

**Educational Qualification:**

Examination	Percentage	Board/University	Year
MCA	61.1%	T. John Institute of Technology Bangalore	2013
BCA	65%	IICS Allahabad	2009
Intermediate	66.5%	M.G.I.C., Allahabad	2006
High School	64.6%	Dr. Lohia Intermediate College	2004

**ACADEMIC PROJECT:**

**Title : Cloud Data Production for Masses**

**Description :** The objective of my project is to provide security to cloud data production in an efficient manner. It's provide strong data protection as service (DPaaS) offering strong data protection to cloud user while enabling rich application is a challenging task. We explore new cloud platform architecture called data protection as service.

**STRENGTHS:**

- ✓ Strong Work Ethics, Excellent Analytical Capabilities, Self-Motivated, Team-Work Oriented.
- ✓ Possess Strong Analytical Skills.
- ✓ A Positive Attitude towards Learning New Things.

**PERSONAL PROFILE:**

**Date of Birth** : **January 15<sup>th</sup>, 1989.**  
**Gender** : **Male**  
**Father Name** : **Shitala Prasad Bind**  
**Address** : **Noida, Salarpur Bhangel**  
**Marital status** : **Married**  
**Languages Known** : **Hindi, English (to read, to speak, to write)**  
**Nationality** : **Indian**

**DECLARATION**

I hereby declare that all the details furnished above are accurate to the best of my knowledge and if any errors found I stay solely responsible for the same.

**DATE :**

**PLACE :**

**SIGNATURE**