



Darshan Raj

[B.C.A. M.C.A.]

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Mehsana, Gujarat - 384001

Dear Hiring Manager,

I'm excited to apply for the Desktop Support Engineer or Office Administrator positions at your company. With a Master's degree in Computer Applications and 7+ years of experience, I've developed a strong background in technical support and administration.

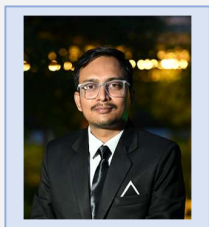
Some highlights of my experience include:

- **Technical Support:** I've successfully set up equipment, installed operating systems and software, and resolved complex technical issues.
- **Administration:** I've managed diverse functions, defined roles and responsibilities, and improved efficiency.
- **Communication:** I've built strong relationships with colleagues and executives, and effectively communicated information.

I'm confident that my skills and experience make me a strong fit for your company. I'd like the opportunity to discuss my qualifications further. Thank you for your consideration and time.

Sincerely,

Darshan Raj
Enclosure: Resume



EDUCATION

Master of Computer Applications

UVPCE, Ganpat University
2017

Bachelor of Computer Applications

AMPICS, Ganpat University
2014

SKILLS & COMPETENCIES

- Attention to Detail.
- Problem-Solving skills.
- Technological skills.
- Administration skills.
- Research and information gathering.
- Correspondence and report preparation.
- Confidentiality and discretion.
- Prioritization and multitasking.
- Team collaboration and support.
- Interdepartmental communication.

CERTIFICATIONS

Certified: Certificate in Computer Concepts.

Certified: Diploma in Multilingual Office Automation.

AREA OF INTEREST

Desktop Support Engineer

Office Executive | Office Admin

LANGUAGES

Gujarati | Hindi | English

PROFESSIONAL EXPERIENCE

Office Executive | G.M.G.B. Chemicals Pvt. Ltd.

March 2021 - Present

- Working as IT cum Office Executive under the M.R. / Vice President of the company.
- Arranges service by software or hardware vendors to repair or replace defective products.
- Perform system maintenance and updates, software installation and configuration and resolve technical issues as needed.
- Manage the Internal & External ISO audits and global customers audit documentation.
- Prepare the documentation and manage the audits of IATF 16949, ISO 9001, ISO 22000, WHO-GMP, ISO 14001 & 45001.
- Coordinate with other departments to ensure compliance with established policies of company.
- Carrying out clerical duties such as responding to emails, and preparing documents, including official correspondence, memos and presentations.
- Developing instructional and procedural documentation and presentations.

Computer Operator | Shri Sarvajani School

June 2018 - Feb 2021

- Worked as a Computer Operator cum Desktop Support Engineer at Shri Sarvajani School Computer Laboratory for almost 3 years.
- Manage the Institute website and application and update them on daily basis.
- Oversee the installation and configuring of new systems, customizing them for the organization.
- Evaluating new computer technologies and applications and making recommendations about their use in the classroom.
- Develop training materials and procedures and/or train users in the proper use of hardware and software.
- Identifies, investigates and resolves user problems with computer software and hardware.
- Perform system maintenance and updates, software installation and configuration and resolve technical issues as needed.