

Experienced Field Services Engineer with a demonstrated history of working in the computer networking industry. Skilled in Field Service, Windows, Client Coordination. Strong information technology professional with a Bachelor's degree focused in commerce from Gujarat University and Completed Master of IT in Network Security from Gujarat University. seeks a Position in the Cyber security domain where i could utilize my skills, experience and expertise towards the development and achieving toe goals of the organization.

EDUCATION

M.sc IT in Network Security Gujarat University, Ahmedabad

10/2020 - 05/2022

Ahmedabad

Courses

- Network Security

Bachelor of Commerce Gujarat University, Ahmedabad

07/2013 - 05/2017

Ahmedabad

Courses

- Accounting and Statistics

WORK EXPERIENCE

Data Engineer Pratap Technocrats PVT LTD

05/2020 - Present

Ahmedabad

Tasks

- Install, Repair and Maintain Residential/Small business Broadband Products.
- Install and Configure Residential/Small Business networking Equipment (Modems, Routers, Switch, Wireless Devices)
- Able to fix problems in both a residential and commercial environment
- Built rapport with customers and have been requested by name
- Provide Advice, Support, and Assistance to Team members and end user

Field Service Engineer Yoso Engineering

10/2016 - 03/2020

Ahmedabad

Achievements/Tasks

- Providing Technical Support to the end user and associated customer for ISP prob (on site and telephonic)
- Install and Manage Wireless Access Points and ADSL Routers, WAN Routers
- Customer Handling and Provide Customer Service
- Troubleshoot and maintain broadband related issues and Configure New Broadband to Customer
- Premises and resolve problems over the phone or at Customer premises

SKILLS

DNS

DHCP

OSI Model

TCP/IP

Networking

Nessus

Nmap

Active Directory

Technical Support

CERTIFICATES

CompTIA Strata IT Fundamentals Certification

IANT - CHNA (Computer Hardware and Network Administration)

Google's Technical Support Fundamentals

LANGUAGES

Gujarati

Native or Bilingual Proficiency

Hindi

Full Professional Proficiency

English

Professional Working Proficiency

INTERESTS

Cricket

Boxing

Gaming