

Maneesh Makwana
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B-302, Gokul Annexe, Opp. Kadi Nagarik Bank, Chandkheda, Ahmedabad.

Professional Experience

1 ITCG Solution Pvt. Ltd. (July 2021 to Present)

Designation: Technical Support Engineer

- Configuration, Installation and troubleshooting of Firewalls (Sonicwall)
- Configuration and troubleshooting of Network Attached Storage (QNAP, Infortend)
- Configuration and troubleshooting of Thin Client (NComputing)
- Managing of onsite installation and configuration of above product at different Customer location
- Maintain SLA timeline and ticketing (Freshdesk) tool.

2 Genex Corporate Services Pvt. Ltd. (September 2020 to July 2021)

Designation: Desktop Support Engineer

- Responsible to resolving systems and laptops hardware and software issues.
- DHCP configuration and management.
- Provide desktop support on immediate basis.
- Keep all the system up to date with required tools and update
- Managing 3 Different Client Location offices.
- Maintain SLA timeline and ticketing (ITSM) tool.

3 Net connect Global Pvt. Ltd. (May 2017 to August 2020)

Designation: Desktop Support Engineer

- Responsible to resolving systems and laptops hardware and software issues.
- DHCP configuration and management.
- Provide desktop support on immediate basis.
- Keep all the system up to date with required tools and update
- Managing 3 Different Client Location offices.
- Maintain SLA timeline and ticketing (ITSM) tool.

4 Dev Information Technology Pvt. Ltd. (January 2016 to February 2017)

Designation: System Engineer

- Responsible for Many Client site end activities and issues including Responsible for Assigned Ticket Day by day.
- Software troubleshooting update and patch installation.
- Issue H/W, S/W and accessories to users.
- Inventory management.
- Manage Domain environment for sites through remote support (Team Viewer, VNC). Local and Network Printer configuration, troubleshooting.
- Internet & LAN Configuration and troubleshooting.
- Provide Backup engineer support at any site.

Education Qualifications

- Completed B.C.A. from H North Gujarat University in June 2015 with 64 %.
- Completed H.S.C from Gujarat Secondary Education in March 2004 with 45 %.
- Completed S.S.C from Gujarat Secondary Education in March 2000 with 69 %.

Technical Windows Knowledge

- Assembling, hardware up gradation and troubleshooting.
- Installing and configuring the peripherals, components, drivers software and applications as per user standards
- MS outlook configuration, Outlook backup & restore and troubleshooting.
- Disk Management, partitions.
- Printer installation and troubleshooting.
- TCP/IP Configuration, Internet Maintenance.
- VNC Configuration and team viewer configuration. Wireless Networking, Networking in Domain environment.
- Remote desktop and remote assistance
- User Profiles Backup and Restore.
- Sharing folder, sharing device & Printer.
- Operating System installation & troubleshooting.

Technical Network & Security Knowledge

- OSI / TCP/IP Layers.
- DNS Process
- Email Process

- DHCP Process
- Active & Passive FTP.
- Routing Protocols: RIPv2, EIGRP, and OSPF.
- IP Addressing Scheme and Sub netting.
- VPN, IPsec, SSL/TLS.
- Access Lists.
- Switch operations Vlan, STP, RSTP & VTP Protocols.
- SNAT, DNAT and Nat Traversal.
- AAA, ACS, TACACS+ & Radius.
- Firewall & Access Points.
- IPS & IDS

Courses:

A+, N+, CCNA Routing & Switching & Security

Operating System:

Microsoft Windows XP/Vista/7/8/10 Microsoft Windows, Android & IOS.

Personal Information:

- Name: Maneesh Chimanlal Makwana
- Mobile No: 9979948710
- Date of Birth: February 7, 1985
- Gender: Male
- Nationality: Indian
- Hobby: Music, Cricket, Video Games, Chess
- Language Proficiency: Gujarati, Hindi, English

Declaration:

The Above Stated Particulars Are True To the Best of My Knowledge and Believe.