

Hemant Jain

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OBJECTIVE "Certified help desk professional with of hands-on experience resolving technical issues and delivering excellent customer service. Seeking to leverage troubleshooting skills and IT knowledge to contribute effectively to support team.".

EDUCATION

BCA in System Administration and Cyber Security from Mandsaur University, Mandsaur (M.P).

CERTIFICATIONS • Cisco Certified Network Associate (CCNA)

- Cybersecurity Pathway Cisco
- Internet Protocol (IP)
- Firewalls Mitigate
- Network Security Threats.
- Mitigate System Security Threats.
- Networking Devices and Initial Configuration Cisco
- Network Layer Protocols.
- Transfer Layer Protocols.
- DHCP. CCNAv7: Enterprise Networking, Security, and Automation
- Partner: NDG Linux Essentials
- Introduction to Cybersecurity
- CCNAv7: Switching, Routing, and Wireless Essentials
- Networking Essentials
- CCNAv7: Introduction to Networks

EXPERIENCE/TRAINING

Hacktify Cyber Security, On-site June 2022 to Present. **Ethical Hacking Workshop**, Apprenticeship.

- Attended 5 days of ethical hacking workshop at Mandsaur University organized by the experts of Hacktify Cyber Security, Mumbai (M.H).In November 2022.
- Learned MITM attack, sniffing, and email security.
- Attended 7 days of ethical hacking workshop at Mandsaur University organized by the experts of Hacktify Cyber Security, Mumbai (M.H).In June 2022.
- Learned pillars of cyber security Confidentiality, Integrity, and Availability.
- Learned Bash scripting language.

Experience

Desktop Support Engineer Freelacer Mandsaur March 2018 – jan 2024

- Installed and configured operating systems and applications.
- Removed malware, ransomware, and other threats from laptops and desktop systems.
- Installed, configured and maintained computer systems and network connections
- Troubleshooting Desktop / Laptop OS issues. Installation / re-installation / configuration of systems, printers, scanners.
- Troubleshooting printer / scanner related issues (Limited to driver / OS issues- No hardware support) Troubleshooting issues related to standard office software's (MS Office Word,Excel, PowerPoint, etc) and internet client. Support & troubleshooting for Windows, Linux client & server Operating Systems.
- Hardware Troubleshooting, Part Replacements, Analysis for desktop & Laptop.

Techigent Technologies Pvt Ltd,Ahemdabad

Support Engineer

May 2024- Jun 2024

- Respond to customer inquiries in a timely manner.
- Diagnose and resolve technical issues.
- Diagnose and troubleshoot technical issues in hardware and software.
- Install and configure hardware and software.
- Troubleshooting and Problem-solving.
- Hardware Troubleshooting, Part Replacements, Analysis for desktop & Laptop

SKILLS

Teamviewer,AnyDesk, ticketing, problem solving, Microsoft 365, Windows, Linux, macOS.

PERSONAL DEMOGRAPHIC INFORMATION

Father's Name: Punam Chand jain

Date of birth: 14 Dec 2001

Gender: Male

Nationality: Indian

Address: Pipliamandi, Mandsaur, (M.P) 458664

Marital status: Unmarried

Languages Known: English & Hindi

Hobbies: travelling, and reading books

DECLARATION

- I solemnly declare that all the above information is correct to the best of my knowledge and belief.