HET GANDHI

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SUMMARY

Versatile professional with foundational skills in Linux administration, desktop support, cybersecurity, and cloud & Devops technology.

EDUCATION

Saurashtra University | Bachelor Of Commerce|2014 - 2022 | 7.0 (CGPA)

TECHNICAL SKILLS

- Desktop Support
- Operating Systems: Linux (Red Hat,Kali linux), Windows
- Networking: TCP/IP, DNS, DHCP, FTP, OSI Model
- Virtualization (VMware, VirtualBox)
- Cloud Technology:- AWS(Good knowledge of Ec2, VPC, S3 bucket, cloudwatch)
- DevOps (Good knowledge of docker, Jenkins)
- Version Control: Github
- Cyber Security (Good knowledge of SIEM, SOAR, XDR, EDR, Logs, Proxy, Firewall, MITRE)

SOFT SKILLS

- Team work
- Time management
- Honesty
- Problem solving
- Ability to understand and learn new technologies quickly

WORK EXPERIENCE

Gurugram Police Cyber Cell (Internship)
June 2021 - July 2021

- Cyber Security, Digital Forensics, Cyber Crime Awareness

Alok Computer
Customer Support Engineer   *Jan 2019 - Dec 2020*

- Provided technical support to internal users for a wide range of desktop hardware and software issues.
- Troubleshooted and resolved issues related to operating systems, applications, network connectivity, and peripherals.
- Installed, configured, and maintained desktop software and hardware according to company standards.
- Documented support interactions and escalated complex issues to senior technicians.
- Resolved 90% of user tickets within the first contact

Puthur infotech Pvt Ltd
Customer Support Engineer   *Oct 2018 - Dec 2018*

- Provide first-level technical support to end-users regarding desktop hardware, software, and peripherals,ensuring timely resolution of issues.
- Diagnose and troubleshoot hardware, software,and network problems.
- Resolve basic technical issues independently,including password resets, software installations.
- network connectivity problems.
- software updates, patches, and security fixes to desktop systems Perform routine maintenance tasks on desktop computers, laptops, and peripherals, such as hardware upgrades, cleaning, and inventory management.

CERTIFICATIONS

- Diploma in Computer Science
- Star Certified Cyber Secure User
- Ethical Hacker (ficklem)

LANGUAGE

- Gujarati
- Hindi
- English