

MILAN BHENDSDADIYA

Software Support

Email: milanbhensdadiya@gmail.com

Contact no: +91 9173732373

CAREER OBJECTIVE

A highly skilled professional with experience of **2+Year Software Support**, acquiring a Master degree in IT. An innovative, multi-disciplined and Software Support, having huge experience with a consistent track record of designing, implementing and integrating cost-effective, high-performance technical solutions. Strong interpersonal and communication skills.

KEY SKILLS and COMPETENCIES

Linux:

- Good knowledge of Linux, Installation & configuration of Linux in different modes.
- Linux server administrator, User/computer Account management and access rights management.
- Configuring Securing OpenSSH Service and Outlook.
- Experience in troubleshooting of file system, disk management and startup scripts on Linux servers.
- Configuration of servers likes Samba Server, YUM, Apache, FTP, NFS, DNS , DHCP etc...
- HTTP Server with APACHE Authentication.
- Shell Scripting, NFS/Samba/Interfacing with LDAP/Interfacing.
- Knowledge about Firewall Security and maintain firewall rule sets.
- Manage file systems and logical volumes and LVM.
- Frequently monitor network systems for attack and intrusion detection.
- Root cause analysis for incidents.
- Monitoring and Managing Linux Process.

Key Accomplishments:

- Ask customers targeted questions to quickly understand the root of the problem.
- Talk to clients through a series of actions, either via phone, remote system, email or chat, until they've solved a technical issue.
- Refer to internal database or external resources to provide accurate tech solutions.
- Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)
- Provide prompt and accurate feedback to customers
- Maintain jovial relationships with clients

Computer Hardware & Desktop Support:

- Software Installation Like- MS Office Antivirus, Adobe Reader, Open Office Etc...

- Hardware Driver Installation & Assembling Of Computer Like- Sound Driver, LAN Driver VGA Driver All Printer Driver And Scanner Driver.

Operating System:

- Red Hat Linux, Ubuntu, Centos, Windows

CAREER HISTORY

- **Divya Bhaskar Corporation. (Ahmedabad-Gujarat)** **Mar 2018- Present**
 - Training of Red Hat Linux Server (RSCSA & RHCE)
 - Working on Different type of servers
 - Taking ownership of customer issues reported and seeing problems through to resolution
 - Create application training manuals and classroom training materials
 - It is up to Software Support Engineers to field calls from consumers who are experiencing technical issues with software products
- **Tikona Digital Networks (Surat-Gujarat)** **Sep 2016- Feb 2018**
 - Installing, maintaining, repairing, and testing high speed internet, networking, and VDSL for residential and business clients
 - installing and repairing networking products using computer operating systems
 - Conversing with customers and solving their concerns on service order requirements and equipment request
- **You Broadband India Pvt. Ltd. (Vadodara-Gujarat)** **Dec 2014- Aug-2016**
 - Installing, maintaining, repairing, and testing high speed internet, networking, and VDSL for residential and business clients.
 - Analyzing and troubleshooting technical problems.
 - Conversing with customers and solving their concerns on service order requirements and equipment request.
 - Checking total line quality to ensure smooth networking service.
 - Connecting wires and cables to terminals, removing and replacing hardware as needed.
- **You Broadband India Pvt. Ltd. (Vadodara-Gujarat)** **Dec 2013- Nov 2014**
 - Rectified and restored clients' broadband service
 - Replaced wires and cables of the assembly line as needed
 - Educated customers on the use of broadband service
 - Used signal level meters, volt-OHM meters and spectrum analyzers to test coax cable
 - Connected peripheral equipment and trained customers on proper use of equipment

ACADEMIC QUALIFICATIONS

- **Geetanjali College of Computer Science. . (Rajkot-Gujarat)**

Master of Science & Information Technology - Passout 2017 with First Class

- **Smt. C.Z.M. Gosrani B.C.A. College.** . (Jamnagar-Gujarat)
Bachelor of Computer Applications - Passout 2012 with Second Class
- **Shree B.m.patel High Schools.** . (Dhrol, Jamnagar-Gujarat)
12th arts (GSEB Board) - Passout 2008 with First Class
- **Shree B.m.patel High Schools.** . (Dhrol, Jamnagar-Gujarat)
10th arts (GSEB Board) - Passout 2006 with First Class

PERSONAL PROFILE

- Full name : Milan Hiralal Bhensdadiya
- Date of Birth : 28rd March 1991
- Gender : Male
- Marital Status : Married
- Languages : Gujarati, Hindi, English
- Permanent address : Jamnagar – Gujarat (India)

DECLARATION

I hereby declare that all the details given by me are true to the best of my knowledge and belief.

Milan Bhensdadiya