

# JAY RATHOD

7, Antyodaya Nagar Society, Rakhial

Near ESIC General Hospital, Ahmedabad, Gujarat 380021

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## Professional Experience

**1. Company: Modwin Networks pvt ltd**

**Experience:** 17-Jan-2020 to Till Date.

**Designation:** Technical Support Engineer

### Work associated with:

- Installation of O.S. (Win XP, Vista, win 7, Win 8 Win 2k8 OS)
- Installing & Configure Microsoft Outlook POP-3 & IMAP
- Fault finding, fault analysis & troubleshooting of all kind of Hardware & Software Problems.
- Resolving the issues related to the performance of the Windows. ➤ Regular Maintenance and backup of logs and data of all server & users.
- Troubleshooting authentication issues of users.
- Monitoring network issues like high availability of links, link down, switch down or router down and resolve the issue up to L1 level.
- Hardware installation & Maintenance.
- Printer Troubleshooting
- Install and Configure Network Printer
- VOIP Phones Handing
- 4 in House Windows Server Maintenance
- IT Support

**2. Company:** Collector Office Ahmedabad **Experience:**

10 Jan 2019 to 15-Dec-2019

**Designation:** IT Support

**Work associated with:**

- Active Directory (Create/modified user account, security groups) ➤ Skype Installation & Troubleshooting.
- Troubleshooting desktop Level hardware & Software Problems. ➤ Hardware & Software procurement.
- Outlook 2007, 2010, 2013, 2016 Office 365 Configuration.
- Installation & Configure Network Printer.
- Fault-finding, fault analysis & troubleshooting of all kind of Hardware & Software Problems.
- Installation of O.S. (Win XP, Win7, Win8.1, Win 10 Win 2018, Win 2012 R2) ● Crimping & Punching cables

### **Professional Qualifications**

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|---|---------------------------|
| • Cisco Certified Network Associate (CCNA)                  | October 2019 – Feb 2020   |
| • Certified Information Security and Ethical Hacker (CISEH) | December 2020 – July 2020 |

### **Technical Skill**

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**Operating Systems:**

- Trouble Shooting of XP, win 7, win 8.1, win 10 & Server OS
- Active Directory installation & Maintenance
- Manage Group policy for Users
- Backups

**Networking:**

- Knowledge in TCP/IP
- Knowledge in IPsec
- Crimping Cat5, Cat6 Cable

### **Academic Qualifications**

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- Diploma Computer Engineering (VPMP Polytechnic GTU) 2016
- SSC (Sarasvati Vidyalaya GSEB) 2012

### **Hobbies**

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- Listening music
- Travelling
- Internet surfing
- Sky Gazing