

PRADEEP SOSA

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20/03/2000

Ghanteshwar, Rajkot

Professional Experience:

IT Executive

Esteem Auto - Metoda (2025-Current)

- Solely responsible for managing IT infrastructure for three independent companies, ensuring uninterrupted operations across all locations.
- Administer and monitor three production servers, including data backups, system health checks, and user management.
- Configure and maintain Two Sophos XG Firewalls, implementing security policies, site-to-site VPNs, and user-based access control.
- Set up and manage VPN access for secure remote connectivity, enabling smooth operations for remote teams.
- Conduct preventive maintenance and performance optimization of all IT systems including PCs, printers, switches, routers, and biometric attendance devices.
- Maintain detailed records of IT assets, ensuring complete hardware/software inventory tracking and auditing.
- Provide timely technical support to all departments, ensuring minimal downtime and high productivity.

IT Associate

JHP Galaxy Group - Rajkot (2022-2025)

- Perform installations, upgrades, and troubleshooting for **80+ users and 100+ devices**, providing technical support to the employees.
- Installing, configuring, and maintaining computer and network hardware and software, such as PCs, Laptops, routers, switches, Printers. Configuring the operating system to meet the needs of the organisation and its users.
- Troubleshooting hardware and software related issues. Responding to technical support requests via phone, any desk, or in person. Assisting with the implementation of security measures to protect company data
- **Managing**
 - local area network (LAN)
 - Sophos firewall
 - Tally and Attendance server
 - IT inventory

EDUCATION

Bachelor of Engineering, Computer Science Engineering

Sanjaybhai Rajguru College of Engineering,
Rajkot, 2019 - 2022

CGPA: 8.47/10

Diploma, Computer Engineering

Sanjaybhai Rajguru College of Engineering
2016 - 2019

CGPA: 8.88/10

Secondary (X)

Shree Secondary School, Kaj(G.S.E.B. board)

Year of Passing: 2016

CERTIFICATION & TRAINING

- **CompTIA A+**
- **CompTIA N+**
- **CCNA**

KEY SKILLS

- Networking
- Technical Support
- Analytical thinking
- Problem solving