



Pramod I jethwa
Kalwad Road
Opp katirya Auto mobile
Gujarat housing board
N-807
Dist.: -Rajkot
Pin code 300001

CAREER OBJECTIVE

- o To whole heartedly participate in a challenging and growth oriented organization involved in IT field.

Summary

- Completed **MCSA 1 Paper**(70-410)
- Completed **CCNA**
- Sound knowledge of Maintaining & Installing **Server 2012R2**.
- Strong background in Hardware & Software Troubleshooting, and networking.
- Sound knowledge Computer & Peripherals, as well as networking.
- Strong background in IT Training

Skills

- Operating System : Dos, Linux, Cent OS Windows Family (Include Server 2012R2)

Personal Details

Sex	: Male
Birth Date	: 18 th November, 1987
E-mail	: prem.jethwa5505@gmail.com
Mobile	: 9904936771
Status	: Married
Languages	: English, Hindi, Gujarati
Pan No	: BCDPJ7374Q



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Education Qualification

Course	Year of Passing	Marks	University/Board
MCSA PAPER (70-410)	ONLY Training PASS		Rajkot, AIM carrier
CCNA	ONLY Training PASS		Rajkot, AIM carrier
A+N+	Jan-2011	75	Rajkot, Gujarat
Graduate	March-2010	Pass	Saurashtra University, Rajkot, Gujarat.
H.S.C.	March-2007	48	G.H.S.E.B
S.S.C.	March-2005	70	G.S.E.B.

EXPERIENCE

Employer	Location	Job Profile	From	To	Responsibilities
Tata Chemical.ltd	Mithapur	Trainee Engineer	JAN 2009	June 2009	OS & Software Installation
Jetking.pvt.ltd	Rajkot	System Admin	Nov 2009	Dec 2012	Computer peripheral & Network Maintains, OS & Software Installation
IMSI pvt.ltd	Mundra	Sr. Technical Support Engineer	Jan 2013	Feb 2016	Camera & Network Maintains, printer & Software Installation
Genius English Medium School	Rajkot	System Admin	March 2016	March 2023	Computer peripheral OS & Software Installation
Sunshine College	Rajkot	IT Head	April 2023	Running	IT related all Matters



1. Tata Chemical .Ltd

Customer Site: Mithapur,
Trainee Support Engineer

- Troubleshooting Remotely Via DameWare and Remote Desktop and on call.Routine Data Backup. Identify, diagnoses, and resolves network problems.
- SAP, Antivirus Management for entire site.
- Route assign tickets to appropriate support group if necessary.
- Identifying and escalating highpriority, high severity issues.
- Manage windows users'authentication and mail servers client issues.
- Following up with endusers,If necessary,for closure of pending tickets.
- Following up with support groups,if necessary,for closure of pending ticket

2. Jetking pvt. Ltd.

Customer Site: Rajkot,
Technical Support Engineer

- Troubleshooting Remotely VNCVIEWER and Remote Desktop and on call.Routine Data Backup. Identify, diagnoses, and resolves network problems.
- Installing LINUXwithallcomputerlab
- Performs general preventative maintenance tasks on computers, laptops and printers. Customize dsktop hardware to meet user specifications and site standards. Dealing with Hardware and applications upport queries and issues reported to the support desk.
- Responsible for maintainig the computer systems of a company. Serve rmanagement Is a primary responsibility, and would be responsible for installing, maintaining (PC&Laptops) and upgradingsoftware.
- Following up with support groups,if necessary,for closure of pending tickets.



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3. IMSI India Pvt. Ltd (Partner with IBM India)

Customer Site: Adani Ports SEZ, Mundra, Kutch
L2SeniorSupportEngineer

- Trouble shooting Remotely via RDP and TivoliIBMremotetool. Identify, diagnoses, and resolves network problems/Issues.
- SAP, Antivirus Management for entire site.
- Route assign tickets to appropriate support group if necessary.
- Identifying and escalating high priority, high severity issues.
- Managing windows users' authentication and mail servers client issues.
- Following up with end users, if necessary, for closure of pending tickets.
- Following up with support groups, if necessary, for closure of pending tickets
- Server management is a primary responsibility, and would be responsible for installing, maintaining (PC & Laptops) and upgrading software.

4. Genius English Medium School

Customer Site: Rajkot,
System Admin

- Responsible for maintaining the computer systems of a company. Server management is a primary responsibility, And would be responsible for installing, maintaining (PC & Laptops, Camera) and upgrading software.
- Coordinate with all vendor like projector, system, antivirus, firewall, CCTV camera
- Purchase & maintain all inventory
- Maintain all system, camera & computer lab
- Performs general preventative maintenance tasks on computers, laptops and printers. Customize desktop hardware to meet users specifications and site standards. Dealing with hardware and application queries and issues reported to the support desk.
- Maintain all hardware stock & Dead stock
- Following up with end users, if necessary, for closure of pending tickets.
- Following up with support groups, if necessary, for closure of pending tickets

support



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5. Sunshine College

Customer Site: Rajkot

It Head

- Trouble shooting Remotely via RDP and TivoliIBMremotetool. Identify, diagnoses, and resolves network problems/Issues.
- SAP, Antivirus Management for entire site.
- Route assign tickets to appropriate support group if necessary.
- Identifying and escalating high priority, high severity issues.
- Manage windows users' authentication and mail servers client issues.
- Following up with end users, if necessary, for closure of pending tickets.
- Following up with support groups, if necessary, for closure of pending tickets
- Server management is a primary responsibility, and would be responsible for installing, maintaining (PC & Laptops) and upgrading software.

Declaration

- I do hereby declare that the information stated above is true to best of my knowledge and belief.

(PRAMOD I JETHWA).



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