

Yash Jadav

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OBJECTIVES

A Skilled, Qualified and Talented information technology professional with more than 4 years of experience in Hardware, Network, & Software support. Looking for a position of Professional IT Person to utilize my knowledge and experience in a well-organized environment.

EMPLOYEEMENT

IT Support Engineer (23 TO 24)
Aptech Solution Ahmedabad

System Administrator (2020 To 2023)
N-Scope Netware Private Limited, Rajkot

KEY RESPONSIBILITIES

- Onsite analysis, diagnosis and resolution of desktop problems for end users
- All Type of server maintenance & Improvements
- Assist in user/hardware movement and branch relocations
- Software/hardware/network troubleshooting
- All type of it equipment installation
- As Team leader and Team Responsibility
- Perform quality work on all service requests
- Ensure critical incident visibility.

SYSTEM/APPLICATION/NETWORK SUPPORT

- Diagnose and quickly resolve a wide range of Windows applications and networking problems to help minimize downtime
- Troubleshooting network connectivity in a LAN/WAN/FIBER environment
- Develop trends by monitoring and analyzing incoming calls, problems and support requests

DESKTOP SUPPORT

- Manage the deployment, monitoring, maintenance and support of all IT systems, including network, PCs, operating systems, telephony solutions, hardware, software, and peripherals and any other authorized desktop applications
- Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorized peripheral equipment like cameras, scanners & biometric machines
- Performs general preventative maintenance tasks on computers, laptops, printers and any other authorized peripheral equipment
- Performs remedial repairs on computers, laptops, printers and any other authorized peripheral equipment
- Customize desktop hardware to meet user specifications and site standards
- Performs work in compliance within specified warranty requirements
- Returns defective equipment/parts to maintenance inventory, documents customer repairs, maintains and restocks assigned parts inventory to insure proper spare parts levels
- Updating windows patches, application software, system software and anti-viruses

Responsible for providing audio-visual support to include setting up desktops, laptops, projectors, and Video Tele-Conferences, Team work and lead to as team leader, It equipment Purchase and vendor support .

OPERATIONAL

- Provide user data and application recovery
- Use diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware/software
- Responsible for tracking hardware and software inventory
- Familiarize end users on basic software, hardware and peripheral device operation
- Take ownership and responsibility of queries, issues and problems assigned tasks
- Works with vendor support contacts to resolve technical issues within the desktop environment
- Works with other IT team members regarding new branch builds and upgrades
- Dealing with queries by following departmental procedures for fault resolution
- Operates within, enforces, and suggests modifications and additions to desktop standards and guidelines
- Maintains I.T. records and tracking for area of responsibility
- Domain system join in server and data backup day to day
- Set up new employees with e-mail and network access privileges
- Develop sound understanding of IT operations and related applications and IT systems as well as business related processes and procedures
- Interacts with vendors to gain support, to manage relations, communication and performance
- Establish and maintain regular communications with executives, Department heads, and end users regarding pertinent IT activities

EXPERIENCE/KNOWLEDGE & SKILLS

- Excellent technical knowledge of PCS and Desktop hardware
- All type of server installation and managing
- Ability to operate tools, components and peripheral accessories
- Working experience of vmware
- Working knowledge of remote control tools
- SOFOS Firewall & fortigate firewall
- New setups and rack managing
- Knowledge of all software applications used within the organization
- Self-confidence and interpersonal skills
- Analytical and problem solving skills
- Able to operate effectively in a team environment with both technical and non-technical team members
- Able to manage time effectively, set priorities appropriately, schedule calls

CORE COMPETENCIES

- Applying Expertise and Technology
- Analyzing
- Learning & Researching
- Planning & Organizing
- Achieving Personal Work Goals and Objectives

QUALIFICATIONS

- Diploma in information technology
- CCC Certificates
- Hardware & Troubleshooting
- 10th S.S.C

DECLARATION

I hereby declare that the above mentioned information is true to the best of my knowledge.

Yours Faithfully,
Yash Jadav