NIKHIL TARKESHWAR AMBADE

📍 *C/0. Sunita Ramteke, Pragati Nagar, Near Sainath High School, Nagpur - 440027*

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Objective:

To enhance my skills and knowledge through challenging job in the Industry that will continually utilize my ability to the fullest extent.

Educational Background:

Exam-Name	Year of passing	University/Board	Percentage/SGPA
M.E. (CE)	2015	SPPU, Pune	07.94 %
B.E. (IT)	2013	RTMNU, Nagpur	66.58 %
HSC	2009	CBSE	62.80 %
SSC	2007	CBSE	74.20 %

Experience:

TOTAL EXPERIENCE	IT	6 Years 10 Months

Organization	Designation	Experience
HCL Technologies	Analyst	2 Years 10 Months
SRL Diagnostics Pvt Ltd	IT Officer	2 Years 09 Months
Caliber Infosolution	Application Support Engineer	1 Year 09 Months

Skills:

- **Cloud**	- **Troubleshooting**	- **Windows**
- **Analyst**	- **CCNA**	- **Office 365**
- **Linux**	- **Hardware & Networking**	- **C, C++, Core Java**

Certificates:

- Linux Server Management and Security course from University of Colorado
- AWS Essentials Certification course from Udemy
- Fundament of Digital Marketing Certification course from Google
- Cisco CCNA Networking Fundamentals Certification course from Udemy
- Advance Hardware and Networking Certification

1.

Organization : **HCL Technologies**

HCL Technologies is a next-generation global technology company that helps enterprises reimagines their businesses for the digital age.

Designation : **Analyst**

Experience : 2 Years 3 Months (25 Oct 2018 Till Date)

Achievements :

* Working knowledge of Amazon Web Services (AWS) Services, S3, EC2, Object and Block Storage, Scaling, Load Balancing, Route53, Networking (VPC), IAM roles etc.

* Excellent working knowledge of Windows and Linux operating systems – experience of supporting and troubleshooting issues and performance.

* Recognized and awarded as STAR Performer and Team player.

* Worked on Tools like BMC, IT Connect and involvement in High Critical (P1P2) ticket handling.

Responsibilities :

- Day-to-day customer care and administration of cloud services and troubleshooting application issues.

- Resolve client incidents and requests in a timely and professional manner via effective investigation, triage and resolution of support requests.

- Provide advanced front-line technical engineering support and high-quality solutions to customer issues.

- Provide advice and information to customers and colleagues regarding cloud offerings and best practices.

- Work within a global support team covering 24x7x365 cloud operations - effectively managing handoff from shift-to-shift for cloud support issues.

- Respond to escalated customer service issues within the defined process with a high level of reactivity.

- Own the customer satisfaction regarding the execution of the end-to-end support process.

- Ensure complete data accuracy in managing customer requests.

2.

Organization : **SRL Diagnostics Pvt Ltd**

SRL Diagnostics Pvt Ltd a leading Diagnostics center and Pathology lab in India with a focus on providing quality preventive healthcare services at affordable price.

Designation : **IT Officer**

Experience : 2 Years 10 Months (9 Nov 2015 To 31 Aug 2018)

Achievements :

* Managing server (Win2003), PCs, printers, Routers, Modems & switches.

* Troubleshooting of computer hardware and printers devices related problems.

* Maintaining, Configuring and Troubleshooting of LAN sharing.

* Installing and configuring different instruments Interpretation.

* Involvement in SAP (FICO & EC) installation and configuration.

Responsibilities :

• Monitoring & Troubleshooting of LAN & WAN Network connectivity.

• Hardware Installation, Configuration & Troubleshooting (Pc's/Printer/Barcode).

• Configuring Outlook and Thunderbird Mail Account as well as taking Backup of Emails.

• Perform daily backup operations, ensuring all required file systems and system data are successfully backed up.

• Repair and recover from hardware or software failures.

• Providing technical support/troubleshooting for day-to-day operation to users on LAN and standalones Machines via Personally or Telephonic or Remote.

• Preparing monthly work status report and updating technology specific documents.

• Installations of Broadband Internet services. Involvement in Installations of VPN Networks.

• Provide monthly training on software and Information security awareness.

3.

Organization : **Caliber Infosolution**

Caliber Info Solutions is a leading Service Provider of managed services, securities & outsourcing and business services in India. Provided services to Wipro for Project CCTNS Maharashtra Police.

Designation : **Application Support Engineer**

Experience : 1Year 9 Months (10 Oct 2013 To 15 July 2015)

Achievements :

* Administer and resolve applications issues, provide updates and perform root cause analysis.

* Maintaining, Configuring and Troubleshooting of LAN sharing.

* Linux Ubuntu Client Server maintenance.

Responsibilities:

• Coordinate with teams and resolve all Low to Medium application and system issues.

• Supervise all alerts related to application and system procedures and provide services proactively.

• Install and prepare tools required for proper functioning of website front line applications on regular basis.

• Perform root cause assessment and debug all issues on client's server domain, and availability of applications.

• Manage all production system and recommend ways to optimize performance and provide solution to problems.

• Identify and provide resolutions ranging in complexity from low to high.

• Provide software training and monthly Information security awareness.

Personal Profile:

- Father's Name : Mr. Tarkeshwar B. Ambade
- Mother's Name : Mrs. Rekha T. Ambade
- Date of Birth : 6-01-1991
- Citizenship : Indian
- Marital Status : Married
- Languages Known : Marathi, Hindi, and English.
- Hobbies & Interest : Reading books, Internet Surfing.

Strengths:

- Eagerness of learning practical things.
- Keen Observer.
- Ability to work in every situation.

Declaration:

I hereby declare that the particulars furnished above are true to the best of my knowledge and belief.

Place: (Nikhil T. Ambade)