Avinash Solanki

Parishkar-1, Khokhara | Ahmedabad, Gujarat, 380026 avi461997@gmail.com

https://www.linkedin.com/in/avinash-solanki-ab2822253/

| 7016114242

# Objective

A motivated and detail-oriented IT graduate seeking an entry-level position as a Desktop Support Engineer. Eager to apply technical skills and problem-solving abilities to assist in maintaining smooth IT operations and providing excellent user support.

## Technical Skills

* Operating Systems: Windows 10/11, macOS, Linux
* Networking: Basic troubleshooting, TCP/IP, DNS, DHCP, Active Directory
* Hardware Skills: Desktop/laptop assembly, peripheral installation, and troubleshooting
* Software Skills: Microsoft Office 365, Antivirus tools, Remote Desktop applications
* IT Tools: Zenmap, Nmap, Wireshark, ServiceNow (ticketing system)
* Other Skills: Printer troubleshooting, email configuration (Outlook), OS installation

## Academic Projects

### Network Troubleshooting and IT Support Simulation

* Designed and implemented a virtual IT support system for troubleshooting common networking and hardware issues.
* Configured devices in a lab setup using routers, switches, and computers to simulate realworld desktop support tasks.

### Windows Deployment via WDS

* Worked on a project to deploy multiple operating systems using Windows Deployment Services (WDS).
* Learned OS imaging, network installation, and maintenance of device drivers.

## Certifications

### • CompTIA A+ (01/2024) • CompTIA N+ (03/2024) • Cisco CCNA (05/2024)

# Education

2018 - 2021

Bachelor of Science (BSc) in IT ITIMS

& CS (5 Yr Integrated Course)

GUJARAT UNIVERSITY, Ahmedabad,

IN

2021 - 2023

GLS University, Ahmedabad, IN

Maset of Science (MSc) in IT

## Soft Skills

* Excellent time management and organization skills
* Proactive in identifying and resolving technical issues
* Ability to handle high-pressure situations calmly and efficiently

## Hobbies and Interests

* Exploring new technologies and IT tools
* Building custom PC setups
* Participating in tech forums and troubleshooting communities

## References

Available upon request