**KAVAN NARIA**

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**Career Objective:**

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| Detail-oriented recent college graduate in Wireless Telecommunication and Networking, with 1+ years of work experience. Aiming to leverage academic experience and a proven knowledge of network troubleshooting, network setup/installation. Frequently praised as results-oriented by my peers, I can be relied upon to help your company achieve its goals. |  |

**Professional Summary:**

* Skilled Support Engineer successful at using judgment to resolve the issue related to network.
* Well versed with implementation of network management using TCP/IP, DNS, DHCP, Subnetting, Installation of Windows Client and Server operating system, Printers, VPN, Configuring and troubleshooting systems and applications.
* 1+ years of experience as **Network Support** in **Fiat Chrysler Automobiles**.
* 1 year of experience as a **Customer Service Representative** in **7-Eleven Store**.
* Experienced in setting up devices, troubleshooting issues and optimizing settings. Knowledgeable about maintaining current software and hardware to meet user needs. Boost system performance by thoroughly evaluating and correcting different Network, hardware and software issues.

**Technical Skills:**

* **Software**: Microsoft office, Tera term, Putty, Remote desktop, Microsoft Project, Cisco packet tracer and GNS, MATLAB GUI and many others.
* **Operating Systems**: Microsoft Windows Client/Server Operating System, Basic Linux Centos 7.
* **Protocols**: TCP/IP, BGP, MPLS, EIGRP, OSPF, SNMP, DHCP, FTP, TFTP, RIP, SMTP.
* **Hardware:** Switches, Routers, Modems, Network Storage, Wireless Access point, Firewall, Web Servers.
* **IPv4** **Configuration** and **Subnetting**, DNS, VLAN, VPN.
* Proficiencyin **Routing, Switching, load balancing** Techniques.
* **Tunneling** Methodologies.
* **Cabling**(Fiber Optics).
* **ServiceNow** and**JIRA**.
* **VMware**
* Knowledge **of Active Directory.**

**Academic Qualifications:**

**Wireless Networking Security** - Post Graduation                                May-2018 to Dec-2018

George Brown College, Casa Loma Campus, Toronto, Ontario.

**Wireless Telecommunications** - Post Graduation                               Sept-2017 to April-2018

Humber College, North Campus, Toronto, Ontario.

Bachelor of Technology: Electronics and Communications Sept-2013 to May-2017

CGPIT – Surat.

**Work History:**

**Fiat Chrysler Automobiles- Network Support (Sept 2018 – Nov 2019) Toronto, Ontario.**

* + Processed support requests received over timeframe for technical assistance on wide range of issues related to software.
  + Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
  + Creating, managing and resolving tickets according to priority in Service NOW which includes the Documentation, Tracking and Monitoring.
  + Evaluated and resolved technical problems for end users efficiently to minimize downtime.
  + Broke down and evaluated user problems using test scripts, personal expertise.
  + Performed tests of functionality, security and performance of different devices.
  + Collaborated with vendors to locate replacement components and resolve advanced problems.
  + Troubleshoot computer issues and provide technical support and guidance to employees.
  + Worked well under pressure and within time constraints.
  + Having Innovative, creative, and extremely responsive with a strong sense of urgency.
  + Opening, prioritizing, troubleshooting, following-up, notifying, escalating, communicating, documenting, and pulling in additional resources as needed for incident resolution.

**7- Eleven- Customer Service Representative (Sept 2017 – Sept 2018) Toronto, Ontario**

* Encourage positive work environment by consistently treating all employees and customers with respect and consideration.
* Develop a customer-centered shopping environment by greeting and responding to all customers in a friendly manner.
* Deal with all customer related issues in a gracious manner and with the organization strategies.
* Assist customers in completing transactions either in cash or utilizing credit or debit cards.
* Having strong organization skills in order to meet tight deadlines.
* Responsible to keep accurate log of all convenience store sales.

**Certifications: -** CompTIA Network+(Dec 2019 – Dec 2022)- COMP001021604578.