Jatin Chauhan

⚲ Surat,Gujarat

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Professional Summary

Dynamic and results-driven IT Engineer with a Bachelor of Computer Applications (BCA) from Bhagawan Mahavir University and over 2 years of hands-on experience in managing IT infrastructure and operations. Proven expertise in troubleshooting hardware/software issues, implementing cybersecurity practices, and ensuring smooth IT support across environments. Adept in IT procurement processes—including vendor coordination, asset management, and sourcing cost-effective solutions—to optimize resource allocation and IT performance. Skilled in macOS troubleshooting, networking, and effective cross-functional collaboration. Passionate about leveraging technical skills and procurement insights to drive efficiency and innovation within a forward-thinking organization.

Education

Bachelor of Computer Applications (BCA)

Bhagawan Mahavir University, Surat - Graduated: 2024

Technical Skills : IT Infrastructure, IT Support and IT Procurement

- **Operating Systems:** macOS, Windows, Linux
- **Networking:** Firewall, TCP/IP, LAN/WAN, DNS, DHCP, VPN configuration, network performance monitoring, VLAN setup, and wireless network troubleshooting
- **Hardware:** Desktops, Laptops, MacBooks, Servers, Printers
- **Software:** Microsoft Office Suite, Antivirus Programs, Remote Desktop Tools, Google Admin Suite, Jira Ticket Management, MDM Software
- **macOS Troubleshooting:** Advanced diagnostics using tools like Disk Utility, Activity Monitor, and Terminal
  - Expertise in resolving hardware/software conflicts and network connectivity issues.

- - Skilled in performing system upgrades, software installations, troubleshooting, formatting, and updates.

Professional Experience

IT Engineer
HotelKey India Private Limited, Surat
June 2023 - Present

- Manage and administer Google Workspace for 500+ users, including user provisioning, group management, organizational units, and device enrollment/removal.
- Configure and Microsoft 365 Administration: Teams setup, SharePoint permissions, user account creation, license assignment, and password resets via MS Admin Console.
- Administer Slack, including workspace settings, user onboarding/offboarding, integrations, and compliance.
- Provide IT support across MacOS, Windows and Linux platforms.
- Resolve hardware and software issues quickly to maintain high availability.
- Create and maintain documentation for IT procedures, onboarding, and troubleshooting.
- Improved system efficiency by optimizing network infrastructure and implementing new technologies.
- Enhanced security by implementing firewalls, VPNs, and access control systems.
- Integrated fixed wireless connectivity into facilities requiring high-speed networks.

Certifications

- **Advance Diploma in Cybersecurity Standards**
  PureSkill IT Training Academy AIMCVT (Issued: May 2023)

Key Projects

Office Setup

- Setup a complete office for a another city branch at the current organization, including installation of access points, firewalls, smart TVs, cameras, and conference room setups.