Nikhil Ram Jadhav

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Career Objective

I am a motivated and detail-oriented IT professional with hands-on experience in system support, troubleshooting applications, networking, and cloud services. Seeking a challenging role in **IT Support** or **System Administration** to leverage my expertise in hardware/software troubleshooting, network configuration, and customer support to drive organizational success.

Project: Simulated IT Environment – Realistic Hands-On IT Administration and Troubleshooting

Description: Engaged in a hands-on simulated environment replicating real-world IT infrastructure issues and administrative responsibilities to stay current with industry practices and enhance technical proficiency.

- **Troubleshooting complex technical problems**:
  - Blue Screen of Death (BSOD) errors
  - Network connection issues across LAN, WAN
  - Email configuration and troubleshooting (Outlook, Zoho Mail)
  - Office 365 Administration, including MS Office, MS Team, etc.
- **System Administration:**
  - User & Access management across systems
  - System configuration & Maintenance, and routine patching
  - Backup strategies and Disaster Recovery
  - Experience with Virtualization platforms & Cloud Integration
  - Enforced AAA model (Authentication, Authorization and Auditing)
- **Windows Server Management:**
  - Managed Active directory and Implemented Group Policies
  - File and Storage system configuration
  - Set up and maintained DNS and DHCP
  - Hands-on with Remote Desktop Service (RDS) and Hyper V
- **Remote Administration:**
  - Installation, configuration, and maintained applications remotely
  - Used tools like AnyDesk, TeamViewer for support and troubleshooting
- **GitLab Administration:**
  - Managed user roles and permissions using GitLab administrator
  - Maintained repositories and Monitored CI/CD configurations

Education

- MCA (Pursuing) | Sikkim Manipal University | 2024 – 2026
- BCA | Bengaluru City University | 2023 | **86.63%**
- HSC | Maharashtra State Board | 2020 | **53%**
- SSC | Maharashtra State Board | 2018 | **82%**

Technical Skills:

- **Operating System:** Windows (Server & Desktop), Linux (Basics)
- **Server Administration:** AD, Group Policy, DNS, DHCP, RDS
- **Networking:** LAN/WAN, IP config, Firewall basics
- **Remote Tools:** AnyDesk, TeamViewer, RDP
- **Cloud & Virtualization:** Microsoft 365, Hyper-V
- **Version Control:** Git, Gitlab

Soft Skills:

- Clear and effective technical support
- Diagnosing complex technical issues
- Resolving issues under pressure
- Prioritizing tasks and meeting deadlines

Declaration:

I hereby declare that the above given information is true to the best of my knowledge and understanding.

NIKHIL JADHAV