



Praveen Kushwaha

My Contact

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Technical Skills

- Firewall management
- Networking
- Frontend Web Development

Soft Skill

- Leadership
- Good Articulation Skills
- Problem Solving
- Fast learner

Certifications

- Front end developer (React) by hacker rank
- React Basic by hacker rank

About Me

As a recent Master of Computer Applications graduate, I am eager to launch my career with a reputable organization. Seeking a challenging and dynamic entry-level position, I am driven to contribute my technical expertise, passion for innovation, and dedication to excellence to drive success within the exciting field of electronics and communication technology.

Work Experience

Worked with U.P. Industrial Consultants Limited. (UPICON)
2021 to 2 April 2024 Role: – Worked as IT Leader.

Responsibilities:

- Managing and investigating faults in the network
- &Building Network infrastructures for various clients.
- Installation of Windows Server, Ubuntu & Mac OS
Used remote diagnostic tools to identify sources of certain customer issues.
- Delivered exceptionally high levels of professionalism and support to each customer, upholding the company's commitment to service.
- Installed, configured, and maintained computer systems and network connections.
- Maintained servers and systems to keep networks fully operational during peak periods.

Currently working with Fujitsu Consulting India Private Limited:
July 2024 to present: –Working as an Assistant Technical Support Engineer.

Responsibilities:

- Providing 24/7 support to the client.
- Monitoring tickets on severity bases and managing queues.
- Optimizing network performance via continuous troubleshooting and monitoring.
- Fixing network problems within the specified SLA to guarantee the highest level of client satisfaction.
- Conducted network optimization initiatives by analyzing traffic patterns and bandwidth utilization, implementing.
- QoS (Quality of Service) policies and optimizing routing protocols to enhance overall network efficiency and minimize latency. Developed and maintained detailed network documentation for future upgrades and troubleshooting procedures.
- Offering call and chat assistance for network-related problems to clients from overseas.

Education Background

- MCA (Master of Computer Application)
SRMU, Lucknow 5.8 CGPA
2022–2024
- BA (Bachlors in art)
CSJMU, Kanpur 5.4 CGPA
2016–2019
- Intermediate
City Convent School, Lucknow 64% CGPA
2014–2016
- Higher
City Convent School, Lucknow 74% CGPA
2013–2014