

CURRICULAM VITAE

Gaurav Dev Trikha

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Career Objective

Skilled IT Support Engineer with over five years of experience in providing comprehensive technical support to end-users in financial, customer service, and professional recruitment industries. Maintains current and applicable knowledge of industry, market and IT (information technology) services best practices and trends as well as maintaining certification on AWS to evaluate and ensure company solutions and services are meeting the needs of clients. Successful in installing, upgrading, and configuring innovative applications on Windows operating systems/MAC/Linux and providing technical support to optimize workflows and minimize business interruptions. Seeking to utilize expertise in information technology to take next career step with a highly respected firm.

Roles & Responsibilities

- Design, implement and maintain all AWS infrastructure and services within a managed service environment.
- Strong knowledge of AWS Services like Lambda, Amazon Simple Queue Service (Amazon SQS), Amazon Simple Notification Service (Amazon SNS), Amazon Simple Workflow Service (Amazon SWF), EC2, S3, RDS Databases.
- Linux Administration- Worked on flavours like Ubuntu, Kali Linux, Linux Mint, Fedora.
- Assisted end-users in using new and existing technology; provided coaching and one-on-one training.
- Install, upgrade, support and troubleshoot Windows OS, authorized desktop applications, hardware, and peripheral equipment.
- Coordinate and execute preventative maintenance and remedial repairs on computers, laptops, printers, and peripherals.
- Return defective equipment to maintenance inventory, document customer repairs, and maintain and restock parts inventory to maintain spare parts levels.
- VMWare, vSphere Virtualization.
- Client Relationship Management

Employers

- Working as a Sr.IT Analyst with NTT Data Services, Gurugram from 30th May 2018 till now.
- Worked as a Sr. IT Support Engineer with Zashed Private Limited for different clients like Indigo “Interglobe Aviation’s” & Quattrro Global Services from 6th July 2015 till 25th May 2018.

Personal Qualities

- Exceptional presentation and interpersonal skills.
- Able to handle the pressure situations.
- Able to work individual as well as in group.
- Good communication skills in written and verbal both.
- Experience of providing technical support and training to users
- Excellent documentation, record tracking, and data securing skills

Academia

- Bachelor of Engineering with Electronics and Communication from Manav Rachna International University in year 2015.
- Diploma in Electronics and Communication Manav Rachna International University in year 2012.
- Passed high school from Guru Harkrishan Public School in year 2009.

Training

- Six months training on Switching, Broadband, Transmission, Optical Fiber Communication, GSM from Mahanagar Telephone Nigam Limited (MTNL).
- AMAZON Web Services- Cloud Solution Architect Certified from Apron Solutions, Noida IN.

Certifications

- **Amazon Web Services (AWS) Cloud Solution Architect certified from Amazon Services.**

Projects Undertaken

- Prepared a project on “Fire alarm security” with the help of other 3 team members and my supervisor.
- Made a project on “Railway track security” for safety purpose.
- “Smart helmet human safety” as a final project.

Technical Knowledge

Cloud & Virtualization Technology: Design, implement and maintain all AWS infrastructure and services within a managed service environment.
Strong knowledge of AWS Services: Amazon Simple Queue Service (Amazon SQS), Amazon Simple Notification Service (Amazon SNS), Amazon Simple Workflow Service (Amazon SWF), EC2, S3, RDS Databases.

- Design installation, management and routine upgrades of VMWARE infrastructure.
- Perform upgrades to operating systems and layered software packages (ie. VDI components, Windows services, or other enterprise apps).
- Performing backups, troubleshooting and problem resolution for servers associated with a VMware virtual infrastructure.
- Maintain, upgrade, and implement improvements to the VMWare ESXi infrastructure.
- Performs technical analysis, installation, maintenance and modification of operating system software.
- Troubleshoots and resolves problems and monitors system performance.

Operating Systems: Windows 98, Windows 2000, Windows ME, Windows XP, Windows Vista, Linux, Unix, MS DOS, Windows 7, Windows 8, Windows 8.1, Windows 10.

Hardware testing Tools: Multi-meter, Soldering, De-soldering, Optical time-domain reflectometer (OTDR).

Application software: Photoshop, VHDL, MATLAB, Microsoft Outlook, VPN, Citrix receiver, AWS Management Console, Hyper-V, Oracle Virtual Box, VMWare.

Office Package: Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Microsoft Outlook.

Languages: C, C++.

Achievements

- “Smart helmet human safety” project was awarded as the best project of the year.

Extra-Curricular Activities

- Made projects for students.
- Participated in Blood donation camps.
- Participated in numerous competitions such as quizzes & sports activities.

Hobbies

- Internet surfing.
- Sports activities.
- Playing computer games.
- Seeking new technologies

Personal Details

Name: Gaurav Dev Trikha

Father's name: Sh. Arjun Dev Trikha

Date of Birth: 13-05-1993

Sex: Male

Marital status: Single

Languages known: English, Hindi, and Punjabi

Address: D-16, Second Floor, Front Portion, Kalkaji, New Delhi

Declaration

I so hereby declare that all the particulars mentioned above are to the best of my knowledge and belief.

(GAURAVDEVTRIKHA)