

CURRICULUM VITAE

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CAREER OBJECTIVE

Seeking a position to utilize my skills and abilities in the Industry that offers professional growth while being productive, innovative and flexible.

PROFESSIONAL EXPERIENCE

1. Employer : **Quick heal Technologies Ltd** (Technical Support Centre) , Nashik.

Designation : Associate Support Engineer.

Tenure : Sep 2015 till May 2018 (2 years 8 months).

Functions and Responsibilities:

- Provided primary support to end users over voice/chat and secondary support on remote support for all technical product issues.
- Handled computer based security issues using all the above medium.
- Troubleshooting/Resolution for Antivirus technical issues and all malware/virus issues.
- Resolving the technical queries on remote support using various remote tools as well as on chat support, also handled outbound calls for better resolution.
- Followed standard escalation matrix (SLA standards) for all sort of tech queries.
- Worked in beta testing of Quick heal mobile/desktop products.
- Worked in incident reporting, RCA's, bug reporting, FAQ's generation, ppt generation for specific malwares.
- Utilized various remote tools and techniques to rectify the culprit malware or infectious file in system to detect the virus/malware and clean them.
- Provided product trainings, software trainings.
- Acquired knowledge and worked on various types of viruses/ ransom ware outbreaks, security threats, its causes and preventions, Consumer / Enterprise Antivirus products.
- Basic knowledge of security concepts, malware terminologies, propagation techniques, technique used for malware detection.
- Used remote tools like procmon, sysinternals, resource monitor and other techniques for malware detections.
- Aware of reverse engineering , penetration testing in malware analysis, basic testing concepts.
- Handled critical cases of virus affected systems to rectify and resolve the issue using various remote tools on customer systems.
- Coordinated with research teams to investigate and raise threat incidents.

- Provided all sort of solutions for all issues related to product/ system dependencies and provide proper escalations of queries in case required as per the internal process flow for final resolution.
- **Very keen to learn new technologies in various domain like malware analysis, Cyberscurity, telecom sector and related core fields.**

Previous Working Experience :

2. Employer : Infosys BPM Limited.

Designation : Senior Process Executive.

Tenure : Aug 2018 till Nov 2018.

Functions and Responsibilities :

- Working on Australian based project handling telecommunication network issues all over Australia.
- Handling all Live Internet/ phone/FAX lines deployed around Australia through a service provider or Government provided lines using live network checking tools.
- Processed the queries using high end service tools, network tools like NMC, router configuration testing tools, line testing tools.
- Creating tickets and escalating it to the response or network teams of R&D dpts.
- Regular follow ups on tickets, updating it, working as a communicator between network team and business (SME) customers.
- Following strict SLA as per the industry standards.

COMPUTER KNOWLEDGE

- **Operating systems** : Windows XP/ 7/8/10, Basics of MAC OS.
- **Office Suites** : MS Office 2003/2007/2010, server OS, outlook etc.
- **Software's** : Xilinx, Microwind, MATLAB 7.0, Kiel for 8051/pic, IDE for embedded systems, packet racer software for networking, drive test for RF survey, CRM, Fresh desk, remote tools, Network tools like NMC, SERVICENOW, live testing tools, router config tools.
- **Technical skills** : Basics of C/C++/ Java / Python, OOPS concepts , OS basics, Networking devices and protocols, wireless technologies, Antivirus installation and technical troubleshooting, Malware analysis, penetration testing, reverse engineering, Kali linux concepts, software testing basics, OS troubleshooting.

ADDITIONAL CERTIFICATION:

Waves Certified course in Wireless Maintenance Technology:

I have completed the “Waves Certified Wireless Maintenance Professional Program” of 240 Hrs duration from “WAVES INSTITUTE PUNE”.

- **Optical fiber- Splicing, FTTH, PON, WDM.**
- **Charging plans , switching plans, synchronization plans.**
- **Evolution of communication-2G, 3G, , HSDPA ,HSUPA, HSPA+, 4G LTE**
- **BTS maintenance & RF engineering- Drive tests, Swap case analysis, KPI monitoring.**
- **Data communication- sub netting.**
- **Configuring routers configuring routing protocols like OSPF, EGIRP, etc. on packet tracer.**
- **Implementing and troubleshooting Ethernet & virtual LANs, Etc.**

ACADEMIC PROFILE

- I have completed my Bachelor Of Engineering in **Electronics And Telecommunications** from NDMVP’S KBTCOE, Nashik. Passed out in **2014** with **62.14 %**.
- I have completed my HSC from RYK science college in 2010 with **84.17 %**.
- I have completed my SSC from Vidya Prabodhini Prashala (English Medium), Nashik in 2008 with **87.69 %**.

EXTRA CURRICULAR ACTIVITIES

- Completed vocational technical training at Doordarshan , Nashik.
- Participated in technical event organized by CSI held at MET engineering college, Nashik.
- Participated and co-ordinated ELICIT technical event held at NDMVP’s KBTCOE college.
- Participated actively in NSS camp held in our college.
- Completed various online technical courses related to Cyber security, ethical hacking.

KEY SKILLS

- Good Communication skills (verbal and written).
- Good convincing and listening skills
- Problem analysis and solving skill.
- Good interpersonal skills and following industry standards.
- Self-Learner.
- Always ready to acquire and learn new things.
- Handling work with patience.
- Adjustable and comfortable in team work, urge to learn new things/ technologies.
- Responsible towards the task assigned and completion within timeline.

PERSONAL DETAILS

- Date of Birth : 11th July 1993
- Gender : Female
- Marital Status : Single
- Nationality : Indian
- Languages Known : English, Hindi, Marathi
- Hobbies : Listening music, Reading newspaper.

DECLARATION:

The information furnished above is correct and true to the best of my knowledge.

Yours Faithfully

Devashree Umesh Jagtap.