CURRICULUM VITAE

Nishit Trivedi
Diploma I.T. Information Technology
Kalol ,India
Nishittrivedi7@gmail.com
+91 9033091310

Objective:-

To work in a highly competitive environment with a perfect challenge by contributing the best for the growth of the organization while ensuring growth in personal career.

Educational Qualifications:

COURCE	BOARD / UNIVERCITY	YEAR	PERCENTAGE
S.S.C	GUJARAT BOARD	2007	54.15
SCOPE	CAMBRIDGE UNIVERCITY	2008	A2 GRADE
H.S.C	GUJARAT BOARD	2009	57.71
CCNA	JETKING – Ashram Road	2013	PASSED
Networking(Jetking)	JETKING – Ashram Road	2013	PASSED
MICROSOFT (NETWORK ENGINEER)	ONLINE EXAMINATION	2013	PASSED
DIPLOMA IT (INFORMATION TECHNOLOGY)	EXCEL COLLEGE Gujarat Technological Univercity (GTU)	2020	6.62

<u>Skills:</u>

● **Microsoft Office Product**

● **Technical help to setting up of computer hardware systems, installing and upgrading software, and troubleshooting basic IT issues**

● **Entry Level Programming in C, C++, PHP, HTML, JAVA script**

● **Creative Software Skill - Adobe Photoshop, Adobe Illustrator, Adobe Premier Pro**

● **L1 - Desktop Support**

● **L1 – Network and Infrastructre Support**

● **C, C++ , Ms Office, internet down loading & surfing & Networking CCNA<Jetking Institute>, Software Testing, Server XP 2008,**

Previous Organization:-

Data Tech PVT. Ltd.

Designation: Hardware & Network Engineer

Profile: Hardware maintenance and troubleshooting, Troubleshooting of LAN and Wireless Networking, Printer Troubleshooting

Duration: 12 Months.

Overall Experience: 1 year

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WORK EXPERIENCE – 1.5 YEARS

• Organization - Orange business services , India 26/07/2021 – Current

• Role – L1 Network engineer

• Customer- Gujarat state data centre (GSWAN), one of the biggest state government of India

• Contribusion –

• At present I am supporting as a L1 Network Engineer under 24/7 opreation and support model. First line support for standard and low complexity incidents and maintains the Networking environmental and monitoring equipment.

• Taking care of End user support and Trouble shooting on low complex network related problems. Identify failures and short-comings in the current processes and escalate with recommendations. Provide telephonic support to clients when required and update the relevant systems (check the availability of network on spectrum)

- **Hands-on with CA service desk Tool for ITSM (Incident management) (Create Webmail ID for clients, Register complain for wireless and router)**

Key Skills:

1. Hardware maintenance and troubleshooting.
2. Troubleshooting of LAN and Wireless Networking.
3. Desktop Support – Microsoft platform.
4. Outlook configuration and troubleshooting.
5. Printer Troubleshooting (HP, Epson)
6. System engineering and Server 2003 support.
7. Desktop and Remote Support.

Roles and Responsibility:

1. Timely reporting to site in charge.
2. Laptop, PC hardware support on primary basis.
3. Responsible for Software Updating and Troubleshooting.
4. Responsible for LAN Troubleshooting and Requirements.
5. Keeping Asset tracking on IMAC tracking.
6. Desktop and Remote Support.
7. Call log, Update and resolve on ERP system as per priority.

Interests and Hobbies
- reading
- Reading News paper
- traveling
- writing book
- playing games

Personal Details:

Father's Name:	**Alpeshkumar Kamleshkumar Trivedi**
Mother's Name:	**Dakshaben Alpeshkumar Trivedi**
Date of Birth:	**Sep 14, 1991.**
Languages Known:	**English, Hindi, and Gujrati.**
Blood Group:	**A+.**
Permanent Address:	**29/A Arjun nagar society, near high way road kalol (North Gujarat) pin-382721.**

ACHIEVEMENTS :-

Actively participated in various sports activities for inter school
Actively participated in various sports activities for inter college

Career Objective :-

To develop myself in the field of System administration (IT) in most effective way for the benefit of an organization with innovation and team work. wants to reach a respectable and responsible position in a reputed company through hard work and perseverance in the field of Information Technology

YOURS FAITHFULLY

Nishit Trivedi