Mr. Vivek Yadav

**E-mail: yadavvivek291092@gmail.com**

**Phone No: +91- 8866141280**

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| **CAREER OBJECTIVE:** |

I want to contribute towards realizing the organization's vision and become its integral part by acquiring knowledge, expertise and a familiarity with the organization’s culture.

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| **ACADEMICS:** |

**BACHELOR OF ENGINEERING** (ELECTRONICS & COMMUNICATION ENGINEERING)

**University:**Gujarat Technological University (G.T.U)

**College :**Venus International College of Technology, Gandhinagar

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| **AGGREGATE OF 8 SEMESTERS (C.G.P.A) :- 6.41** |

**Board:**Gujarat Secondary and Higher Secondary Education Board (G.S.E.B)

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| **Course** | **Year of passing** | **Grades** |
| **H.S.C** | March 2010 | 52.6% |
| **S.S.C** | March 2008 | 76.8% |

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| **ACADEMIC PROJECTS (MINOR)** |

* Prepared project based on Microcontroller (**Water Level Indicator**).

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| **ACADEMIC PROJECTS (MAJOR)** |

* “**GSM BASED ANTI-THEFT SYSTEM FOR CAR USING ATMEGA8**”

Making security system by using Atmega8 with LCD and command programs

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| **ACHIEVEMENTS:** |

* **Qualified in GATE 2015 with an all India Rank of 16488 and gate score 365.**

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| **TECHNICAL SKILLS** |

* **Familiar with variousElectronics Devices, Components & working.**
* **Circuit Analysis, Maintenanceand troubleshooting**.
* **Wireless Technologies & Telecom.**
* **Protocols, LAN/WAN support.**
* **Networking, Database, Desktop Support.**
* **Hardware & Networking.**
* **CCNA.**

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| **Design Tools** | MultiSim |
| **Simulation Tools** | MATLAB, Cisco Packet Tracer |
| **Application Packages** | Microsoft Office |

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| **INDUSTRIAL VISITS** |

* Ratnamani Engg Ltd. (Chhatral)
* Adani Industries, Mundra Port, Kutch, Gujarat

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| **WORK EXPERIENCE** |

**Past Work Experience:**

**IMSI PVT.LTD. (Working from April 2018 to Sep 2018)**

**Designation: Service Desk Engineer(L1)**

**Job Responsibilities:** Install configure and troubleshoot windows server domain provide remote support and manage numerous technical queries for client need try to resolve on time within SLA breached, Resolved customer concerns in a positive and helpful manner.

* Managing windows server Active Directory DHCP.
* Install configure and maintain software application, network monitoring.
* Install and maintain antivirus and security.
* Configuration of printer and scanner.
* Outlook configuration in system and mobile, backup and restore.

**Panacea hub It Company (Working from October 2018 to July 2020)**

**Designation: Application support engineer**

**Job Responsibilities**: Install and troubleshoot SharePoint platform applications on platforms like Office 365, Outlook for Windows, Windows and iOS (iPad, iPhone, iPad Touch)

* Support of SharePoint applications on desktop and mobile devices
* Thorough understanding of SharePoint for collaboration and records management
* Solve a user problem.
* Ability to diagnose & address application issues
* Coordinate with teams and resolve all complex application and system issues.
* Excellent communication skills in all aspects of the support role - written, verbal and presentation
* Attention to detail in all aspects of work.
* Complex problem solving
* Administer and resolve applications issues, provide updates and perform root cause analysis.
* Provide support and identify all issues and prepare appropriate documentation for all issues and solutions.
* Maintain good professional relationships with counterparts of engineering and customer support departments.
* Organize and implement projects ranging from small to medium size and provide assistance to all processes under the guidanceof a team.

**H & B COMPUTER EDUCATION (Working from APRIL 2015 to MARCH 2018)**

**Designation:COMPUTERHARDWARE NETWORKING TRAINER(FACULTY)**

**Desktop Skills:**

* Installing, configuring & Troubleshooting WIN 7,8,10
* OS Installation, OS Upgrading & Hardware troubleshooting, Upgrading Computer
* Familiar with Disk Management system
* Sharing Folders, Devices and Printers

**Network Skill:**

* Setting up LAN, routing and Configuring Switch Port Security.
* Adding and Configuring required networking components (TCP/IP, DHCP, DNS configuration) & protocols on the requirements.
* Familiar with Network Cabling & OSI model, Ethernet, IP.
* Access list Configuration & NAT (Network Address Translation).
* Vlan configuration.

**Present Work Experience:**

**Samyak InfoTech Pvt. Ltd. (Working from August 2020)**

**Designation: Technical Support Engineer**

**Job Responsibilities**:

* Supported customers with basic technical support for current and past software releases.
* Assisted clients with general support for hardware, peripherals, network connections, and external software.
* Data migration ,Software Troubleshooting & Problem Solving
* Phone & Email Technical Support.
* Ensuring effective front end functionality of application.
* Establishing the root cause of application error and escalating our dev team.
* Keeping record of configuration changes and scheduling application updates.
* Manual Testing for our software.

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| **STRENGTHS & HOBBIES** |

* Strong oral, written & communication skills.
* Effective problem solver.
* Fast learner.
* Creative and innovative.
* Enthusiast and curious.
* Travelling.
* Listening to Music.

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| **DECLARATION** |

I hereby declare that the above-mentioned information is correct to the best of my knowledge and belief.

**Place:Ahmedabad**

**Date: VIVEKYADAV**