

Sarbananda Taw

Desktop Support Technician

Phagwara, October 13, 2023

Kavita (Pal) Srivastava
Wipro Limited
Bengaluru, Karnataka, India

Dear Kavita,

I am writing to express my strong interest in the Desktop Support Technician role at Wipro Limited. With my recent completion of a Bachelor's Degree in Computer Application, I am eager to embark on a career in the IT industry. I am particularly drawn to this opportunity because it will allow me to build a solid foundation in networking and IT, setting me on the path towards my ultimate career goal of becoming a Network Architect.

The idea of designing and optimizing networks to support the seamless operation of products and services on the internet has always fascinated me. This fascination motivates me to enter the field through the Tech Support role. I see this as the most suitable entry point, allowing me to gain practical experience while I work towards obtaining industry-recognized certifications like CompTIA.

Short-term Goals (Starting in Tech Support)

- Gain essential experience in maintaining IT systems.
- Provide end-user support and troubleshoot technical issues.
- Build a strong foundation in IT support and customer service.

Intermediate Goals (Transitioning to Network Engineering)

- Specialize in networking.
- Acquire skills and expertise in network design and management.
- Work towards becoming a Network Engineer.

Intermediate Goals (Network Engineering)

- Gain a deep understanding of company networks.
- Learn how networks facilitate efficient business operations.
- Contribute to the optimization of network infrastructure.

Long-term Goal (Network Architect):

- Aim to reach the position of Network Architect.
- Contribute to the design and optimization of networks at a higher level.
- Combine formal education and hands-on experience for career progression.

While I have some recent independent work experiences that are relevant to my field, I recognize the importance of gaining formal work experience within a professional environment. I am eager to prove my dedication, work ethic, and adaptability in a dynamic IT role, and I believe that Wipro Limited is the perfect place for me to start this journey.

I look forward to discussing how I can contribute to your team at Wipro Limited. Thank you for considering my application. Please find my resume attached for your reference. I am excited about the possibility of joining your organization and contributing to its success.

Sincerely,
Sarbananda Taw



Personal Info

Email
sarbananda.12000251@lpu.in

LinkedIn
www.linkedin.com/in/sarbananda-taw

Phone
+91 7086304773

Address
Phagwara, Punjab, India

Sarbananda Taw

Desktop Support Technician

- **Total years of Experience:** No formal work experience
- **Relevant Years of Experience in Power BI:** No formal work experience
- **Relevant Years of Experience in Azure:** No formal work experience
- **Relevant Years of Experience in SQL:** No formal work experience
- **Current CTC:** N/A
- **Expected CTC:** Rs. 20,000 per month (negotiable)
- **Notice Period:** N/A
- **Current Organization:** Currently not working
- **Ex-Wiproite:** No
- **Any offer in hand:** No
- **Current Location:** Punjab, India
- **Preferred Location:** Bangalore

Education

2020 - 2023	Network and Security, Bachelor of Computer Application <i>Lovely Professional University, Jalandhar, India</i> www.lpu.in <ul style="list-style-type: none">• Explored fields like Database Management, Software Development, Computer Networking, Cyber Security, Cryptography, Digital Forensics from Core Subject, and Business Law as a minor• Explored Languages like C, C++, Java, Python, HTML, CSS, JavaScript• It allowed me to find the most suitable field for me.
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Volunteering

Oct 2023 - Oct 2023	Guest <i>BassDrop Records Studio, Noida, India</i> <ul style="list-style-type: none">• Identified a critical security vulnerability in the configuration of the Router in use• Reported the issue to the Manager of the Studio• Explained the possible consequences of the vulnerability• Patched the vulnerability
Oct 2023 - Oct 2023	Customer <i>Hornbill Restaurant, New Delhi, India</i> <ul style="list-style-type: none">• Identified a critical security vulnerability in the configuration of the Router in use• Reported the vulnerability by leaving a note and a follow-up via Email• Offered assistance in patching the vulnerability



Personal Info

Email	sarbananda.12000251@lpu.in
LinkedIn	www.linkedin.com/in/sarbananda-taw
Phone	+91 7086304773
Address	Phagwara, Punjab, India

Skills

Desktop Technical Support	★★★★★
Remote Technical Support	★★★★★
Network Troubleshooting	★★★★★

Languages

English	★★★★★
Hindi	★★★★★
Assamese (Native)	★★★★★

Software

Microsoft Outlook, Word and Excel	★★★★★
Windows 10	★★★★★
Unix: Linux / Solaris / HP-UX / AIX	★★★★★

Projects

Jan 2023
- May 2023

Web App Developer

Review on Various Symmetric Encryption Algorithms

www.cutt.ly/CapstoneProjectApp

- Engaged in developing a Review Paper by collaborating with team members
- Worked with Algorithms such as Vernam Cipher, Feistel Cipher, and AES 128-bit Cipher
- Developed a Web Application demonstrating the application of the said Encryption Algorithms
- Worked under the Supervision of Dr. Yasir Afaq

Certificates

Jan 2023

Google IT Support Professional Certificate

Google

www.coursera.org/share/384c189cb60952864c7bee0140952da2

- Explored major fields like Technical Support, Computer Networking, Operating Systems, System Administration, IT Infrastructure Services and IT Security
- The course provided introductory knowledge and experience in these fields
- Realized the need to delve deeper into a specific domain for in-depth study
- Identified a passion for a particular domain through this course

References

Dr. Yasir Afaq

Assistant Professor, Lovely Professional University

Harpreet Singh

Manager, BassDrop Records Studio

Hobby/Interest

- Play | Valorant
- Play | Clash of Clan
- Learn | Finance Literacy
- Learn | Self-Help Book