

RESUME

Name: Suraj Shankar Jadhav

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Objective:

To obtain a position where I can maximize my organizational and interpersonal skills and knowledge in which I can effectively utilize my expertise in human relations.

Education:

- B.S.C IT year : 2018-2019, 71%, Mumbai University.
Veer Wajekar A S C College Phunde.
- H.S.C year : 2015-2016, 67.08%, Maharashtra State Board,
Swatantryaveer Sawarkar Junior College Navin Sheve.
- S.S.C year : 2014-2015, 84.20%, Maharashtra State Board,
Sawarkar Madhyamik Vidhyalaya Navin Sheve.

Experience:

1) Gray Technology Pvt.Ltd

Duration: December 2020 to Till Date

Designation: Customer Support Engineer

Responsibilities:

- Troubleshoot network systems to identify and fix performance issues.
- Troubleshooting incident related to cisco routers and switches to check end to end connectivity between source to destination and route check. Upgrading IOS firmware.
- Maintenance of computer hardware systems and system assembly.
- Installation basic software . Installation of Anti-virus & updating database.
- Installation of Operating System WIN 7, 8, 8.1, 10 and Software.
- Assembling & installing new machine.
- Application Software: - MS-Office 2007/2010/2013/2016, Multimedia Software
- Managing the Ticketing system to resolves issues on cloud environment.
- Troubleshooting & providing resolution to problems.
- Troubleshooting IP issues and working with different support teams,
Installation & Configuration printers & Scanner and its basic level of troubleshooting.

- Troubleshooting of LAN/WAN connectivity issues, software and hardware.
- Monitor & maintain computer systems, servers, Wireless Router, networks & Others peripherals (Printers, scanners, Monitors ect...)

Skills:

- Completed CCNA traning from institute
- Knowledge of Cisco Routers: 1700,1800,2621,2821 and 3725 Series.
- Knowledge of Cisco Switches: 1900,2900, and 3750 Series.
- Switching : VLAN,VTP,STP,DTP.
- Knowledge of OSI and TCP IP model.
- Configuration of routing protocol: STATIC,RIPv1,RIPv2,BGP and OSPF.

Personal Information:

- **Father name:** Shankar Shivaji Jadhav.
- **Date of birth:** 13/10/1998
- **Marital status:** Single
- **Nationality:** Indian
- **Hobbies:** Learning New Thing , Visiting places, Reading Books.
- **Residential Address:** Sector 20,Near English Medium School,Nerul (west), Navi Mumbai (400706).

Declaration:

I hereby declare that all the information given above is true to the best of my knowledge & belief.

Place: Nerul

Suraj Shankar Jadhav