Ambition Kyndiah

Web Developer

+919856706481 ◇ ambition.kyndiah@gmail.com ◇ Jowai, Meghalaya, India ◇ Ambition LinkedIn ◇ Ambition GitHub

SUMMARY

A highly motivated and results-oriented IT professional with over 9 years of experience in providing technical support for hardware, software, and networking infrastructure. Proven ability to troubleshoot complex technical issues, implement solutions, and ensure seamless operations for clients. Committed to staying up-to-date with the latest technology trends and delivering exceptional customer service.

EXPERIENCE

System Administrator — Oct '18 — Present
S10 Healthcare Solutions Pvt Ltd — Shillong, India
- Network devices and Servers monitoring physically and virtually via terminal, Grafana web application, Checkmk web application.
- Firewall configuration, monitoring, report generation and weekly backup.
- Regular systems maintenance and health monitoring, oversees system performance and report generation.
- Manage user accounts, credentials, permissions, and active directory administration.
- Managing, troubleshooting, licensing hardware and software assets. Installing, upgrading, and configuring application software and computer hardware.
- End-users Training for trainees on requirement by L&D.
- Troubleshoot and fix issues faced by end-users via ticketing portal.
- System improvements, such as operating system upgrade, hardware upgrades based on requirement by end-user.
- Service Request, incident report and documentation for ISP Link down and communication with ISP vendor for early solution.
- Assets documentation for desktops, laptops, and hardware's.
- Remote support to end-users through various remote tools..

Desktop Engineer L2 — Jan '17 — Sep '18
Renovision Automation Services Pvt. Ltd — Shillong, India
- Provided technical support for desktops, laptops, and printers, including software installation, configuration, and troubleshooting.
- Troubleshot and resolved network connectivity issues, ensuring seamless network communication.
- Maintained a comprehensive understanding of IT infrastructure and its components.

Customer Support Engineer — Jan '16 — Jan '17
Kaizen IT service Pvt. Ltd — Shillong, India
- Provided technical support for users via phone, email, and chat, resolving issues promptly and professionally.
- Maintained a high level of customer satisfaction by providing clear and concise solutions.
- Documented support requests and solutions for future reference and training purposes.

Technical Support Engineer — Jun '15 — Jan '16
Info service Pvt. Ltd. — Shillong, India
- Provided technical support for hardware and software, including troubleshooting, configuration, and installation. Successfully resolved technical issues related to network connectivity, software performance, and hardware malfunctions.
- Maintained a strong understanding of IT security best practices and implemented measures to protect sensitive data. Provided technical support for antivirus software, ensuring device security.
- Developed and maintained a comprehensive knowledge base for troubleshooting and user support.

Customer Support Executive — Jan — Jun '15
Hue services Pvt Ltd — Shillong, India
- Provided technical support for a wide range of customers, including troubleshooting and resolving technical issues. Maintained a high level of customer satisfaction by providing prompt and efficient solutions.
- Developed and maintained a comprehensive knowledge base for troubleshooting and user support.

EDUCATION

Diploma in Electronics and Telecommunication Engineer, Government Polytechnic Pune Autonomous Institute of Govt. of Maharashtra (GPA: 76.19) — Pune, India
- FirstClass with Distinction

SKILLS

Programming Languages   PHP (Scripting Language), JavaScript (Programming Language)
Web Development   HTML, CSS, Tailwind CSS, Javascript, React.js, Node.js, Express.js, Git, Github, Website Building, Postman
Networking   Network Monitoring, Firewall, Switch, System Monitoring, Remote Monitoring
Database Management   MySQL, MongoDB, Firebase
System Administration   System Administration, Hardware Installation, Active Directory, Configuration, Software Installation, Group Policy Management, Support Engineers

CERTIFICATIONS

Oracle Cloud Infrastructure 2023 AI Foundation Associate
Oracle University
Jun '24

Oracle Cloud Infrastructure 2023 Certified Foundation Associate
Oracle University
Aug '23

Postman API Fundamentals Student Expert
Postman
Jul '23

Backend Development and APIs
freeCodeCamp
Jul '23

Front End Development Libraries
freeCodeCamp
Jul '22

DevOps Certification Training
Simplilearn
Jun '22

O Level in IT
NIELIT
Nov '20