

BHARGAV CHHODVADIYA

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🌐 [LinkedIn](#)

Objective

- IT support professional seeking a full-time role in Information Technology.

Work Experience:

📌 IT Engineer

📌 Supper Handler Pvt Ltd

- Application Support at Gujarat, Mundra Adani Port Location, working with Supper Handler Pvt Ltd, (NAVIN GROUP) as Application Support from **December 14, 2021, to September 3, 2023.**
- Supported Adani Port Management System (APMS) and worked on the project to integrate APMS into Integrated Port Operating System (IPOS).
- Upgraded to Windows 11.

📌 Desktop Support Engineer

📌 Dixit Infotech Services Pvt. Ltd.

- Currently working as a Desktop Support Engineer at Gujarat, Ahmedabad National Bank for Agriculture and Rural Development since **September 5, 2023.**
- Provided end-user support, server support, and network support.
- Worked on the project to migrate from Office 365 F3 to Office 365 E3.

Education:

- Google IT Support Professional Certificate (**March 2021**)
- IBM IT Support Professional Certificate (**December 2023**)
- BE in Mining from Gov. Eng. College-Bhuj (**2017-2021**)

Technical & Business Proficiencies:

🚧 **Technical:** Windows, Linux troubleshooting, basic networking, directory services, basic cybersecurity.

🚧 **Business:** Customer support, project management, process improvement.

Responsibilities:

- Meeting with the IT manager to discuss system needs, filing monthly reports for the IT Manager.
- Designing and installing computer hardware configurations.
- Installing software and networking systems.
- Troubleshooting network and software issues.
- Installing high-level software security systems.
- Training staff on newly installed hardware and software systems.
- Fixing hardware, software, and networking issues.
- Responding to general IT requests.
- Ensuring security software is kept up to date.
- Assembling / Disassembling Hardware (Laptop, Desktop)
- Formatting
- Ticket Management System
- Incident Management
- Basic Network Configuration
- Android IOS Application Configuration
- Windows 7/10/11 Support
- OS Capturing, Dynamic OS Creating (Dell IAX Tool)

Skills:

- Handling End User Services, Service Desk, Asset Management, Technical Helpdesk.
- Quick Learning.
- Problem Solving.
- Time Management.
- Project Management.
- Adaptability.
- Analytical Thinking.
- Security Awareness.