

SHATAKSHI GOSWAMI

Passport Number: P3471385

Mobile: +91 9990806059

E-Mail: shatakshigoswami@outlook.com

LinkedIn: www.linkedin.com/in/shatakshhigoswami5b137538

Skype Id: shatakshigoswami@outlook.com

Best time to call: 04:00 PM - 10:00 PM

Image

Personal Details

Gender: Female | Nationality: Indian

Marital Status: Single | Date of Birth: 13th Dec 1990

Address: A-802 Eldeco Apartments, Sector-4, Vaishali, Ghaziabad, UP - 201010, India

SUMMARY

- Results-oriented Cisco Certified Network Associate with over **four years** of rich experience in the entire gamut of **Technical Support encompassing and Networking Fundamentals**
- Proficient in assessing information system requirements, evaluating end-user needs, custom designing solutions, troubleshooting for complex information systems management
- Complex wireless voice and data communication system deployments, upgrades, and expansions
- Comprehensive knowledge of networking concepts pertaining to LAN, WAN, WAN Link Optimization, IT Communication, Networking devices administration
- Profound understanding of configurations, Troubleshooting and Installations of Routers, Switching technologies, Network Vendor Coordination, WAN link Service providers coordination, Network Application and Traffic Management; strong acumen in IP addressing concepts v4 and v6
- Conversant with techniques of routing and protocols entailing static, dynamic, hops, routing table & interfaces
- Intellectual in analyzing information system needs, evaluating end-user requirements, custom designing solutions, and troubleshooting for complex information systems management
- Hands-on experience in troubleshooting and offer customer support on Network technologies and hardware and network-related equipment and issues and maintaining maximum up-time of networks
- Well-developed communication, interpersonal and presentation skills with the ability to interact with clients and teams at all levels

EDUCATION

- Bachelor of Business Administration - Logistics & Supply Chain Management, ILAM- PRIST University, Thanjavur, Tamil Nadu, India - 2012

WORK EXPERIENCE

Organization	Designation	Duration
HCL. Noida, India	Analyst	March 2019 -March 2020
TCS, Noida, India	Process Associate	Jun 2017 - Feb 2019
Concentrix, Gurgaon, India	Practitioner	Nov 2015 - Dec 2016
Genpact Ltd., Delhi, India	Process Associate	Jun 2013 - Feb 2014

Key Deliverable:

@ HCL as an analyst

- Resolving VOIP services
- Troubleshooting of routers and switches

@ TCS as a Process Associate

- Responsible for the troubleshooting of network hardware issues

- Key involvement in diagnosing and troubleshooting issues pertaining to layer 1 and layer 3 network
- Interfacing with Onsite Technicians, Field Engineers, Test Engineers and Hardware Support Personnel
- Extending support to access requester in order to provide an update on open cases and SLA's of Access Seekers for updating on ticket status
- Offering technical support to direct call-in customers and ascertaining accurate resolution of escalated issues
- Providing assistance to the on-site technicians raising network related issues

@ Concentrix as a Practitioner

- Provided support to all customers
- Led the troubleshooting of VOIP and set top boxes

@ Genpact Limited as a Process Associate

- Offered help desk support to all customers
- Led the Vendor management for all items in AMC/Warranty
- Handled the liaison with 3rd party approved contractors/service providers for all Hardware/upgrade requirement or physical changes
- Involved in Software changes such as parameters in software, drive re-mappings, loading of software, data backup and restoration, and connecting to the network
- Updated the Asset Management/ License Management tool in line with the changes in asset status

SKILL SET

- | | |
|--------------------------------|-----------------------------------|
| • Network Security | • Switching Technologies/Concepts |
| • Network Traffic Filtering | • Network Troubleshooting |
| • Routing Concepts | • Escalations Management |
| • Routing Protocols | • Installation & Maintenance |
| • Configuration and Validation | • Technical Support |

AVAILABILITY

- Ready to relocate immediately: Possess no bond with the current employer

LANGUAGE SKILLS

- Fluent in English

TECHNICAL SKILLS

- Networking Fundamentals
 - LAN/WAN understanding, defining networks with OSI models, operation of protocols and TCP/IP models
 - IP addressing concepts, both v4 and v6
 - Wired and wireless networks
 - Switching technologies and concepts
 - Switch operation utilities, configuring and validating the initial switch configuration
 - VLAN logical separations on a network and traffic management concepts
 - Enhanced switching technologies - RSTP, PVSTP, etherchannels, spanning tree, trunking
 - Routing technologies and concepts
 - Configuration and network connectivity verification
 - OSPF, interVLAN routing, SVI interfaces, manage IOS files, EIGRP
 - Services - DHCP, ACL, NAT, syslog, SNMP

CERTIFICATION

- Cisco Certified Network Associate certification Cisco ID:- CSC01287118

References available upon request