

# RESUME

## Neha Balaji Khandade

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### Career Objective

Desirous of working in an organization, which provides me an opportunity to learn and develop along with organizational objectives. To utilize my knowledge and contribute to the success of organization by my sincere efforts.

### Work Experience

#### □ TATA COMMUNICATIONS LIMITED

Profile: NETWORK ENGINEER

Duration: NOVEMBER 2022 TO PRESENT

- I have been troubleshooting on the incidents occurred under VPN as well as ILL links.
- I have experienced in working on the RF links i.e., WiMAX, Radwin and Cambium links, links with various last miles, L2 links.
- I do have experience in troubleshooting with network incidents occurred in MPLS, VPN, ILL links.
- Escalations to the higher ups for the resolution of the incident whereas follow-ups with the concerned team for better resolution with proper SLA is one of the roles in day-to-day work.

#### □ QUICK HEAL TECHNOLOGIES LIMITED

Profile: SUPPORT ENGINEER

(Level 1)

Duration: JUNE 2021 to OCTOBER 2022

#### Roles :

- Working as a Level 1 engineer for Enterprise support department for Domestic and International team. Troubleshoot and resolve the issue.
- Working for Quickheal enterprise product "Seqrite Endpoint Security (on-Premise and Cloud) and Mobile Device Management (MSUITE) cloud".
- Hands on experience on ticketing tool.

- Create Defects and raise JIRA for products bug and infection issues.
- Interact with SME team, Security Lab Team, QA team and Product team to fix bug and defects.
- Hands on experience for Endpoint Security server and client deployment in enterprise environment.
- Hands-on experience on Windows OS environments
- Knowledge about creation and deployment of policies for DLP , Firewall , IDS/IPS, Web security
- Knowledge about Device Management , Patch Configurations , File activity Monitor and Application control
- Diagnose Malware infection like Trojan , Worm , Ransomware etc.. and provide resolutions for it.
- Troubleshoot malware and system-based issues using tools like “Autoruns, Process Monitor, Process Explorer and Wireshark”.
- Create Knowledge base articles for repetitive issues for customers and internal team.

## **Professional Trainings**

- JUNOS Associate
- CEH training from Seven Mentor –Pune in 2022.
- CCNA and RHCSA Training completed in 2021 .

## **Education**

- M.TECH from Vishwakarma Institute of Technology Pune with 7.4 CGPA in Electronics and Telecommunication in 2021.
- B.E from Smt Kashibai Navale College Of Engineering Pune in Electronics and Telecommunication.
- XII from Dayanand Science College Latur (Maharashtra State Board)
- X from Shri Marawadi Rajashtan Vidyalaya Latur (Maharashtra State Board)

## **Technical Skills**

- **Windows Skills :-**
  - Microsoft Outlook
  - Knowledge of Installation, Server Configuration of Windows Servers
  - Sound knowledge in Windows 7, 8 , 10, server 2012
  - Configuring AD, DNS, DHCP

- Setting up Group Policy Objects
- User Account management as well as File System Maintenance & Backup.

#### • **Networking :-**

- Knowledge of DNS, DHCP & FTP Server.
- Good understanding of OSI Model & TCP/IP Model.
- Knowledge of firewall
- Knowledge of VPN ,Switch, Router
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#### • **CEH:-**

- Knowledge about vulnerability Analysis, Malware, Sniffing concepts, Social Engineering techniques, Web Server Attacks, Wireless Encryption, IoT concepts, cryptography.

### Languages Known

- ⑩ English
- ⑩ Marathi
- ⑩ Hindi

### Strenghts

- ⑩ Quick learner
- ⑩ Able to work under pressure
- ⑩ Good team player
- ⑩ Good communication skills
- ⑩ Leadership

### Personal Details

Date of Birth	: 27 <sup>th</sup> February 1995
Address	: Sedom F-903,Nyati Equatorial Phase1 ,Uttamnagar,Bavdhan.
Gender	: Female
Nationality	: Indian
Marital Status	: Married
Hobbies	: Reading books,Travelling

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear theresponsibility for the correctness of the above-mentioned particulars.

Date :-

Place :-

(Neha Balaji Khandade )

