

Shraddha Dwivedi

G-504, Govindpuram, Ghaziabad
9540844549 • shraddhad419@gmail.com

Objective

Looking for an opportunity where i can utilise my skills and knowledge to enhance the productivity of the project using optimum resources.

Work Experience

Network Analyst

July 2018- Present

Xavient Digital (Powered by:- Telus International)

- * Network Monitoring B2B.
- * Worked on ticketing tools like Lynx and ServiceNow.
- * Knowledge about monitoring tools like Zenoss, ABC Jump server, React and TAG.
- * Working on device like, Cisco, Juniper, OneAccess.
- * Knowledge about TACACS, Net-Cracker.
- * Knowledge About Circuit Monitoring.
- * Handled business client calls and working with Onsite technicians.
- * Knowledge about Routing and Switching
- CWDM, TAP/TAM, ADSL, Mainstream Circuit.
- * Resolved issue within SLA to meet client satisfaction.
- * Troubleshoot, resolved, and recommended improvement for systems network and security problems at an advanced level across multiple/converged technology solutions services and platforms.

Education

B.Tech.

2014 - 2018

IMS Engineering College - Ghaziabad

- Electronics & Communications

Skills

* Languages - C, C++, Java (Core & Advance) * MS- Office (Excel, Powerpoint)