

## **JYOTI RAJWANSHI**

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### **CAREER OBJECTIVE: -**

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To work in a challenging and innovation environment and give effective of contribution to goal of the organization.

### **EXPERIENCE: -**

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1. Worked in **Persistent System** on client site **Wells Fargo Technology, Hyderabad, as a Support Escalation Engineer** from **13th May 2022 to 10th Jan 2023**.
  - Test, build , design, deployment
  - Work on created Jira Tickets
  - Consult to stakeholder
  - CI/CD pipelines with Jenkins, Maven, Ansible, Terraform
  - GitHub- Create Repository, commit n push, create pull/push request by Ubuntu , GIT extension.
  - Docker
2. Worked in **Konverge Technologies Pvt Ltd** as a **IT helpdesk support** from **2nd April 2021 to 30th April 2022**.
  - Raising the ticket on ticketing tool.
  - Case log in cisco support.
  - Aligning the engineer to customer's site.
  - Follow up with customers.
3. Worked in **Vayam InfoSolutions** on client site of **Wipro Technology** as an **Application Support Er.** from **19th Nov 2019 to March 2021**.
  - Address user tickets regarding hardware, software and networking.
  - Guide users with simple, step-by-step instructions.
  - Conduct remote troubleshooting.
4. Worked in **Progressive Infotech PVT LTD** as an **IT helpdesk and technical support engineer** from **16th July 2018 to 16th Nov 2019**
  - Asset management on a portal
  - Making the Call Report Daily and monthly basis.
  - Handling the user problem like laptop and desktop related.
  - Maintaining the SLA report on Excel sheet
  - Work on Pie chart pivot table of Excel
  - Raising the ticket
  - Vendor management

## TECHNICAL SKILLS: -

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### DevOps:

- GIT, GIT HUB
- JENKINS
- Docker
- CI/CD pipelines
- Terraform
- Tools- Ansible , Maven

### OPERATING SYSTEM:

- Linux/Ubuntu
- Windows 7, Windows 8, Windows10,11
- Basic troubleshooting of PC and laptop
- Server2008, Server2012, installation and troubleshooting

### NETWORKING:

- IP addressing and Subnetting
- Router ,switch configuration and troubleshooting
- Network design and implementation
- Routing protocol, RIP, EIGRP, OSPF
- Account policies
- Create a Domain
- Installation and configuration of DHCP, DNS
- Remote management
- Backup and Restore

## PROFESSIONAL SKILLS: -

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- ❖ I completed hardware and Networking course from **Jetking Institute** Noida in February 2017.
- ❖ I had done course in Devops from Simpli learn, Hyderabad, November 2022.

## EDUCATIONAL QUALIFICATION: -

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- ❖ B.Sc. from Kanpur University in 2016
- ❖ Intermediate from U.P Board in 2009
- ❖ High school from U.P Board in 2006

### **PERSONAL SKILLS: -**

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- Excellent communication skills
- Proficiency in English
- Sharing knowledge with team colleagues

### **Strength:**

- Willingness to learn new things
- Punctual
- Learn everything easily

### **PERSONAL DETAILS: -**

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- Father Name : Mr. Chandrapal
- Date of Birth : 27/10/1988
- Marital Status : Single
- Nationality : Indian
- Languages Known : English, Hindi
- Hobbies : Netsurfing, Listening music, Playing

### **Declaration:-**

“I consider myself familiar with Science Aspects. I am also confident of my ability to work in a team. I hereby declare that the information furnished above is true to the best of my knowledge”

**Date:**  
**Place: Hyderabad**

**(Jyoti Rajwanshi)**