Gopi Nishad

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Career Objective

Working Experience
1. Dixon Technologies India Ltd.
   Working as a IT Support engineer with Dixon technologies since **11 July 2023 till date**.
   Seeking a career that is challenging and interesting, and lets me work on the leading areas of technology, a job that gives me opportunities to learn, innovate and enhance my skills and strengths in conjunction with company goals and objectives.

Academic Qualification

Sr. No	Course	School/college	Board/University	Year of Passing	Percentage /CGPA
1	B. Tech (Electronics & Communication Engineering)	Rameshwaram institute of technology and management	Dr. A.P.J. Abdul Kalam Technical University Lucknow UP	2023	80%
2	12th (Higher Secondary)	Patel memorial Inter college Atraulia Azamgarh	Up board	2019	73%
3	10th (Matriculation)	Patel memorial Inter college Atraulia Azamgarh	Up board	2017	85%

Additional Skills

- Computer Networking
- Basic Knowledge of **Firewall and Active Directory**
- **OS-** Windows, Android and iOS, Linux, MAC
- **Programming Language-** Python, JavaScript
- **Library-** NumPy, Pandas, Tkinter
- **Data Base** – MongoDB
- **Html & CSS**
- **Framework-** Bootstrap, Django

Personal Details

Date of Birth   : 02/05/2002
Father's Name   : Tribhuvan Nishad
Gender   : Male
Permanent Address   : Vill- Khanpur Fateh, Post- Atraulia, Distt- Azamgarh (Uttar Pradesh)
Nationality   : Indian

Working Experience:

Company Name	Dixon Technologies India Ltd. (Califonix Tech & Manufacturing pvt. Ltd.)
Role	IT Support Engineer
Responsibility	PC /Desktop Support, Network Troubleshooting, Printer Installation and Outlook configuration, Hardware troubleshooting & Hardware Part Replacement & Resolution, Managed Firewall, Switch, Router, AD, VPN

Key Responsibility:

- **Technical Support:** Provide first-level support to end-users for hardware, software, and network related issues.
- **Troubleshooting:** Diagnose and resolve technical issues with desktops, laptops, printers, and other peripherals.
- **Installation and Configuration:** Install, configure, and maintain operating systems, software applications, and hardware. Anti-Virus installations and Troubleshooting
- **Remote Support:** Provide remote support to users as required using remote desktop tools.
- **System Maintenance:** Perform routine maintenance tasks such as software updates, patches, and backups.
- **Collaboration:** Work closely with other IT team members to resolve complex issues
- **Active Directory** Domain, Group Policies, Domain controller migration and upgrades.
- Knowledge and working experience on Ticketing systems & Remote Administration tools.
- File and Print sharing, File Server migrations. Microsoft Exchange or Office 365 messaging, Outlook Configurations.
- **Virtual Machine knowledge** – VMWare, Virtual Box, Hyper-V.
- **Firewall (Fortigate)**– Wi-Fi controller and switch controller (manage AP, manage switch), Dashboard etc.
- **VPN installation and configuration** and create the Remote User ID in VPN.
- **Setup the peripheral devices** like printers, scanners, and HHT etc.
- **To Manage the switch and AP** (Assess Point) though in Firewall and install these devices.

Declaration

I hereby declare that all the information mentioned above is true and complete to the best of my knowledge and belief.

Date: **(Gopi Nishad)**
Place: