



Mayank Patel



+44 7979677815



mayank7666@gmail.com



19, Bilton Road, Perivale, Wembley, United Kingdom
UB67AY



Indian



<https://www.linkedin.com/in/mayank-patel-55b645b6>

SKILLS

- Data collection and analysis
- Power BI
- Microsoft 365
- Microsoft Excel
- Tableau
- Python
- SQL
- Data analysis
- Network engineering
- Networking
- Technical documents comprehension
- LAN aptitude
- Technical issues analysis
- Customer service expert
- Skilled in TCP/IP and WAN
- Cloud Computing

EDUCATION

Expected in 07/2023

University of West London |
City of London, United Kingdom

Msc: Information Systems
Expected 2:1

07/2018

K.J. Somaiya Institute of Technology | Mumbai, India
Bachelors: Electronics
6.8 CGPA

06/2015

Babasaheb Gawde Institute of Technology | Mumbai, India
Diploma of Higher Education:
Industrial Electronics
7.0 CGPA

PROFESSIONAL SUMMARY

An enthusiastic masters student seeking employment, ready to apply previous skills to future employment. Offering technical adaptability and experience in a number of different fields, including data and networking. Learning new skills as required and bringing forward a positive attitude towards work. Detail-focused Entry level Data Analyst with knowledge in data warehousing, process validation and business needs analysis. Proven to understand customer requirements and translate into actionable project plans. Dedicated and hard-working with passion for Big Data.

WORK HISTORY

08/2020 - 09/2021

Reliance Jio Infocomm Ltd | Mumbai, India
Assistant Manager

- Delivered expert setup SIP phone systems and call management systems for enterprise workstations.
- Managed calls during voice over Internet Protocol (VoIP) session for security and quality.
- Designed procedures for installation, security testing and graphical user interface testing.
- Scanned systems, diagnosing and correcting equipment failures and performance issues.
- Installed new software for users and monitored version and patch update requirements.
- Maintained documentation on configurations and maintenance in form of reports, component labelling and technical diagrams.
- Maximised network availability and performance by monitoring, troubleshooting, resolving outages and scheduling upgrades.
- Established and supported wireless LAN controllers and access points to provide wireless solutions with streamlined hardware.

- Introduction to Python
- Intermediated to Python
- Introduction to data science in Python
- Technical Support Fundamentals

English: B2
Upper intermediate

- Configured routers, switches, firewalls, wireless controllers, access points and wired/wireless communication hardware to deploy and manage LAN, WAN and wireless networks.
- Evaluated network performance to optimise traffic flow, maintain security and improve processes by 20% .
- Implemented Cisco ACI (Application Centric Integration) technology to combine cloud computing and data centre management.
- Performed tests on newly installed hardware and software to provide components that interface correctly with each other and network.
- Assisted various departments in maintaining network security and configured remote routers and firewalls.
- Addressed customer issues calmly and professionally, delivering quick, successful resolutions.

63 Ideas Infolabs Pvt Ltd | Mumbai, India
SCM Capacitive Executive

- Assisted various departments in maintaining network security and configured remote routers and firewalls.
- Maintained documentation on configurations and maintenance in form of reports, component labelling and technical diagrams.
- Configured routers, switches, firewalls, wireless controllers, access points and data communication hardware to deploy and manage LAN, WAN and wireless networks.
- Administered, maintained and supported network systems to provide consistent security, availability and performance.
- Configured and implemented Cisco ASA firewalls to provide clients with comprehensive security, antivirus protection and virtual network capabilities.
- Documented as-builts for network architectures according to established processes and suggestions for work-flow improvements.

Virisa Icosys Technologies Ltd | Mumbai, India
Technical Support Engineer

- Worked closely with end-users to assess business requirements, support change and deliver high-quality customer experiences.
- Provided technical support throughout development phases of new products.
- Collaborated with team members in virtual environments to optimise field experience and development capabilities.
- Maximised First Time Fix Rate (FTFR) by conducting thorough analysis of root causes.
- Managed and prioritised allocated incoming support tickets.
- Leveraged available resources, knowledge and equipment to resolve customer requests.
- Communicated technical concepts to customers clearly by

phone, email and online chat 24 *7 .

- Supported out-of-hours service by working unsociable hours on-call.
- Offered bespoke solutions to tackle security and performance issues.
- Responded to incidents on-site, providing precise time estimations and managing customer expectations.

INTERESTS

An active and adventurous person, who can adapt fast to changing environments who loves to travel and trek .Apart from travelling am a passionate outdoor sports freak who loves play outdoor games such as Cricket, Football, Kho-Kho