GOURAV KUMAR JHA

📞 +91 9056618200 | ✉ gjha7422@gmail.com | Ekta Nagar, Jalandhar

PROFESSIONAL SUMMARY

Proactive and detail-oriented IT professional with hands-on experience in test network administration, troubleshooting, and system performance monitoring. Proven ability to manage network operations across distributed environments, ensure service reliability, and support users under SLA commitments. Skilled in coordinating with partners, maintaining network infrastructure, and executing technical and administrative tasks independently. Strong communicator with a problem-solving mindset and commitment to continuous improvement.

KEY SKILLS

- Test Network Administration & Monitoring
- Internet & Mobile Network Fundamentals (TCP/IP, VPN, DNS)
- Network Troubleshooting & Diagnostics (Routers, Switches, Firewalls)
- SLA-Based Technical Support & Incident Resolution
- Hardware / Software Implementation & Configuration
- Partner / Vendor Coordination & Onboarding Support
- MS Office (Excel, Word, PowerPoint) & Remote Collaboration Tools
- System Performance Analysis & Reporting
- Independent Remote Work & Task Prioritization
- Strong Communication & Documentation

PROFESSIONAL EXPERIENCE

- Test Network Administrator
- Xpress Cargo Inc., Remote – India / USA | 2024 – Present

  - Administer and monitor test network environments ensuring continuous performance and reliability.
  - Troubleshoot hardware, software, and connectivity issues across multi-site operations.
  - Coordinate partner communications and manage onboarding and support activities.
  - Support users under defined SLAs, ensuring rapid resolution and minimal downtime.
  - Maintain accurate technical documentation, network diagrams, and asset inventories.

- Contribute ideas and initiatives to improve network efficiency and test processes.
- Assistant Network Administrator
- Pier Transport Inc., Remote – India / USA | 2022 – 2024

  - Assisted in implementation and maintenance of corporate network systems and VPNs.
  - Performed diagnostic testing of network devices to ensure uptime and performance.
  - Managed routine administrative tasks including reports, shipping coordination, and data management.
  - Supported network security measures by monitoring access controls and firewall configurations.
  - Collaborated with global teams to troubleshoot server and connectivity issues efficiently.

EDUCATION
- Bachelor of Computer Applications (BCA)
- Trinity College, Jalandhar | 2021 – 2024

  - Developed strong foundations in IT support, networking, and system administration. Winner – Inter-college Technical Presentation Competition.

ABOUT ME
Motivated IT professional passionate about ensuring high-performance, secure, and reliable network environments. Thrives in remote, fast-paced settings and enjoys solving complex technical challenges while maintaining exceptional communication and teamwork standards.