



ROJA ROBINSON

CONTACT

Mumbai, Maharashtra 400078

Mobile: 8828142605

rojarojuz706@gmail.com

EDUCATION

January 2021

BE (ECE)

Noorul Islam Center For Higher Education

- Percentage: 7.0
- University/Board: Noorul Islam University

January 2017

HSC

B.E.S Jr College of Commerce & Science

- Percentage: 58
- University/Board: Maharashtra State Board

January 2015

SSC

Bright High School

- Percentage: 77
- University/Board: Maharashtra State Board

CERTIFICATIONS

Artificial Intelligence Digital skills
Certification by Accenture

LANGUAGES

English:

Advanced (C1)

Hindi:

Advanced (C1)

Marathi :

Upper intermediate (B2)

Malayalam :

Upper intermediate (B2)

Tamil:

Intermediate (B1)

PROFESSIONAL SUMMARY

To work in an environment which encourages me to succeed and grow professionally Where I can utilize my skills and knowledge appropriately by putting best of efforts.

SKILLS

- Problem solving
- Flexible to adapt new Concepts and Responsibilities In all fields of work
- Network Troubleshooting
- Ticket management
- Incident Management
- Network support
- Technical Support
- Computer Skills
- Team Management

WORK HISTORY

October 2021 - January 2024

NOC Junior L2 Network Support Engineer, Railwire ICT Pvt Ltd

- Performed initial analysis of network issues, resolving and escalating as needed
- Checking customers VLAN & STACK-VLAN
- Escalating speed issues, Websites issues & VPN issues with logs
- Providing end to end connectivity to ANP'S
- Network Latency and Browsing issues rectifying
- Checking LLDP neighbors
- Troubleshooting subscribers query on BRAS ROUTER & LAN switch
- Checking L2-circuit and its uptime
- Providing support for field engineers as necessary
- Diagnosing and troubleshooting network errors
- Tracking and documenting network issues and compiling incident reports
- Proactive Network Monitoring
- Other Duties as assigned.

PERSONAL INFORMATION

- Date of Birth: 09/25/1999
- Gender: Female
- Nationality: Indian
- Marital Status: Single

PROJECTS

Image Steganography with LSB and coding interpolation on image Noise
Estimation of color images without any reference image