PRAVEEN YADAV

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• Ghatkopar

Summary

Dedicated BCA graduate with IT support experience at Kapston Service Limited, working within AWS environments. Proficient in handling user issues, desktop support, maintaining inventory, and troubleshooting hardware, including Cisco devices. Seeking an opportunity to further develop my skills and contribute to a dynamic IT team.

Education

yashwantrao chavan open university
BCA   2020 - 2023

VIDYA NIKETAN JR.COLLEGE
HSC   2018 - 2020

RAJIV MEMORIAL HIGH SCHOOL
SSC   2018

Experience

kapston Service Limited
IT SUPPORT   05/2023 - Present

- Provided technical support and troubleshooting for AWS users and their desktop issues.
  - Maintained inventory of IT assets, including computers, peripherals, software licenses, and Cisco devices.
  - Handled vending machine management and resolved any technical issues related to it.
  - Diagnosed and resolved laptop hardware and software errors to ensure smooth operation.
  - Assisted in the installation and configuration of software applications.
  - Collaborated with other IT support staff to ensure timely issue resolution.
  - Conducted user training sessions to enhance their IT skills.
  - Maintained accurate records of support requests, resolutions, and system changes.

Skills

Operating Systems: Windows, Linux

Hardware Troubleshooting and Maintenance

Software Installation and Configuration

Inventory Management

Vending Machine Management

Cisco Device Management

Amazon Web Services (AWS) Basics

Customer Service and Communication

HTML

CSS

Projects

student data management

- Led the development of a comprehensive Student Data Management System, utilizing HTML, CSS, and JavaScript, designed to streamline the tracking and organization of student information for educational institutions. This project showcased my proficiency in front-end web development, database integration, and user interface (UI) design.

  Technologies used : HTML , CSS , JAVASCRIPT

HTML portfolio

- Designed and developed a personal portfolio website using only HTML to showcase my skills, projects, and professional background. This project aimed to demonstrate my proficiency in creating a simple and effective web presence

Smoke-effect-web

- The objective of this project is to create a visually captivating smoke effect using HTML and CSS. This effect will add a unique and eye-catching element to a webpage, making it more engaging and dynamic.

  This project showcases my ability to combine creativity with technical skills in web development, resulting in an eye-catching and functional web feature. It also demonstrates my dedication to optimizing user experience through cross-browser compatibility and responsive design practices.

  technologies used : HTML , CSS .