SHASHANK SUNDRIYAL

IT Professional

Personable and knowledgeable IT support technician with over 1 year of experience assisting customers with various hardware and software related issues. Provided in-depth technical support to clients at Tier 1 level, solving 99.2% of issues without transferring to Tier 2 support. Seeking to provide expert technical support to enterprise organizations and ready to learn new technologies and give my services.

✉ shanksundriyal@gmail.com   📱 8319996764 , 7389314643   📍 Chhindwara, Madhya Pradesh, India

WORK EXPERIENCE

System Administrator
Wipro Ltd

05/2019 - 08/2020   *Delhi,India*
Achievements/Tasks

- Managing applications for multiple clients to synchronize workflow.
- Supported customers with basic technical support for current and past software releases.
- Assisted clients with general support for hardware, peripherals, network connections, and external software.
- Assisted customers with more difficult technical issues requiring a greater level of personalized care and in greater length.
- Escalated help desk tickets to Level 2 / Tier 2 support when outside the scope of L1/T1 technician support.

EDUCATION

Master's of Science (Computer Science)
Makhanlal Chaturvedi National University Bhopal

12/2016 - 06/2018   *Chhindwara*
Courses

- Computer science

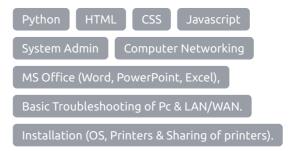### Bachelor Computer Application (BCA)
Makhanlal Chaturvedi National University Bhopal

2013 - 2016   *Chhindwara*
Courses

- Computer Applications

SKILLS

Python | HTML | CSS | Javascript
System Admin | Computer Networking
MS Office (Word, PowerPoint, Excel),
Basic Troubleshooting of Pc & LAN/WAN.
Installation (OS, Printers & Sharing of printers).

PERSONAL ROJECTS

Portfolio Website Frontend using HTML5 & Css
- Github link: -https://github.com/shashank-sundriyal/myportfolio-Frontend-

A Simple Calculator Using HTML, CSS & javascript
- Github llink :- https://github.com/shashank-sundriyal/Asimplecalculator

CERTIFICATES

Python Certificate (11/2019 - 01/2020)
Certification From Aptron Institute Noida

Python 101 For Data Science
A course on cognitiveclass.ai powered by IBM Developer Skills Network

Cisco Certificate in Routing and Switching (2018)
NIIT Chhindwara

Certificate in Hardware & Networking. (2018)
NIIT Chhindwara

Field Technician Networking & Storage (2017)
PMKVY , delhi center

LANGUAGES

English
Full Professional Proficiency

Hindi
Full Professional Proficiency

ADDITIONAL SKILLS

Adaptable | Good Communication
Problem-solving | Management skills | Hardworking