ANKIT JAIN

3/4/63 Sham Singh Street Gopinath Bazar Delhi Cantt-110010

+919968709235

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professional summary

To constantly strive towards perfection in my field of excellence through total dedication and hard work. Be a valuable asset for the organization and prosper along with it. Quick and Efficient Learner, Well Organized Target Oriented and positive attitude. Willing to work in a team. Finish the work assign to meet the given time frame. Adjustable to any environment.

Responsibilities: Handling and solving Queries & problems of Customers Patient and empathetic with extensive background in conflict resolution and customer care. Desires a challenging professional role.

EDUCATION

|  |  |  |  |
| --- | --- | --- | --- |
| **Examination** | **Institute** | **Year of Passing** | **Marks** |
| B. tech | Maharshi Dayanand University | 2013 | 58% |
| Class 12th | St Martins Diocesan School | 2009 | 50% |
| Class10th | St Martins Diocesan School | 2006 | 68% |

TECHNICAL SKILLS

* Configuring, managing and maintaining networking equipment.
* Management and maintenance of servers, pc’s, routers, and switches.
* Ability to configure and maintain organizations internal computer network.
* Basic knowledge of configuring routers, protocols like RIP v1/v2 EIGRP etc.
* Preparing monthly work status report and updating technology specific documents.

ADDITIONAL SKILLS

* Quick and Efficient Learner
* Well Organized
* Target Oriented and positive Attitude
* Willing to work in a team
* Finish the work assign to meet the given time frame
* Adjustable to any environment

WORK experience

IAP COMPANY PVT LTD, NEW DELHI

(NIC-SHASTRI PARK) OCTOBER 2014 – Present

* 2.5 Years ’ experience at NIC for the post of Office Assistant on contractual basis.
* Politely assisted customers in person and via telephone.
* Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
* Opened and properly distributed incoming mail.
* Solving data processing related issues.

TRAINING &CERTIFICATIONS

* 6 months industrial training at General Dynamics Satcom Technologies.
* Cisco Certified Network Associate (CCNA) course from SAPIENCE INSTITUTE South Campus New Delhi.

extra curricular activities

* Arranged and anchored farewell & fresher parties in college.
* Won awards in debates, story writing competitions, Drama, Dancing,

Painting competitions in school and college.

* Appreciated as one with good hand at language and has friendly and adjustable nature

HOBBIES

* Volunteer work.
* Travelling
* Net surfing,
* Listening music
* Reading newspaper.

PERSONAL DETAILS

* Father's Name : Late Anil Kumar Jain
* Date of Birth : 5th Aug 1990
* Marital status : Single
* Language known : English, Hindi

I hereby affirm that all above information is true to the best of my knowledge and belief.

Date :

Place :

ANKIT JAIN