
Simran Dey

H. No. 1261/2 Uday Nagar- 2 V.F.J Jabalpur, M.P.
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I want to append myself to the reputed organization so that I may explore corporate culture and nourish my skills, simultaneously adding value to organization by implementing my skills.

Professional Experience

Mphasis Ltd.

03/22 - Present

Technical Support Engineer L2

- Troubleshooting customer tickets & providing the best resolution.
- Troubleshooting linux issues, user and group management.
- Windows server troubleshooting hardware replacement.
- Troubleshooting of LVM
- Managing disk management on linux
- Taking backup of files.
- Performing system health check whenever required by a customer.

Tech Mahindra Limited.

07/21 - 03/22

Customer Support Associate- Non Voice

Education

Global Nature Care Sangathan's Group of Institutions.

08/16 - 09/20

Bachelor's of Engineering (Electronics and Communication) - 8.17 Cgpa.

Guru Gobind Singh Khalsa Higher Secondary School

04/14 - 03/15

Higher Secondary Certificate - 51 %

Guru Gobind Singh Khalsa Higher Secondary School

04/12 - 03/13

Senior Secondary Certificate - 55%

Projects

DTMF based home appliance control

- A project based on DTMF technology, used for home appliances control using cell phone.

Automatic Street Light using LDR

- Project to save unwanted utilization of electricity and efficient street lights, using Light Detecting Resistance, completed in 20 days.

Technical Skills

- Programming languages - C Language, OOPs Concept.
- Operating System - Linux. (Drive partitions, Creating volumes, Logical volumes, User administrator, Configuration of LDAP server, Files permissions, Package management, Configuration of YUM server, Network setup. Access control list. Network time protocol synchronisation. File transfer protocol. Performance Monitoring.)

Training Attended

- NDG Linux Essentials Course given by Cisco Networking Academy in 2021.
- Undergone Training of soft skills given by TITANS Pvt.Limited in 2019.

Personal Skills

- Leadership
- Management skills
- Quick learner

Extra-curricular Activities

- Active Volunteering in an NGO, working for street animals.
- An active volunteer of an NGO named "Help by Help Welfare Society".
- Volunteered campus recruitment processes in college.
- Hobbies/Interests: Dancing, Painting and Art and Craft Work.

Personal Details

- Father's Name: Mr. Badal Dey.
- Mother's Name: Mrs. Seema Dey.
- Date of Birth: 01-08-1997.
- Marital Status: Single.
- Gender: Female.
- Languages are known: English, Hindi and Bengali.
- Nationality: Indian.