

JAY VASOYA (TECHNICAL SUPPORT ENGINEER)



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Seeking a position in life to utilize my skills and abilities and achieve professional growth while being resourceful, innovative and flexible. To add valuable assets to your esteemed organization as an active member.

EXPERIENCE

JULY 2020– TILL DATE

TECHNICAL SUPPORT ENGINEER, PROBOX INDIA PVT.LTD.

I am working with UST GLOBAL.

Installing, configuring, testing and maintaining operating systems, office 365, application software and system management tools

Maintained confidential data of customer.

Managing and monitoring all installed systems and infrastructure.

DECEMBER 2018 – MARCH 2020

DESKTOP SUPPORT L2, ACCUTE INFOTECH PVT LTD.

Residential Engineer at DOMINOS' PIZZA & HFDC Bank Managing 400+ Systems, Think-client.

I was manage 15 Restaurants of Ahmedabad as well as Gujarat & Rajasthan.

Online POS updates and check monthly data backup and Upload in FTP server.

Reinstall Image of OS and Restore SQL database.

Maintained confidential data of customer.

Physical Assets Verification.

New Restaurants IT asset entry has to be done in asset management module.

Monitoring helpdesk calls and providing solution on that calls.

Understanding to create ticket in client platform.

Performing task in critical and high service-level agreement.

SQL Database Backup and Restore.

DECEMBER 2017 – DECEMBER 2018

SYSTEM ENGINEER (DSE), DIGITECH INFORMETICS.

Maintained confidential data of customer.

Guide to users with simple, step-by-step instructions.

Having Record technical issues and solutions in logs.

Follow up with clients to ensure their systems are functional.

Reporting customer feedback and potential product requests.

Working knowledge of office automation products and computer peripherals, like printers and scanners.

APRIL 2017 – NOVEMBER 2017

NETWORK SUPPORT ENGINEER, SOURCEPRO INFOTECH PVT LTD.

Support to AGTS, SEQUEL, GSSC Clients.

Remote Support to End Clients.

Server Configurations (OS, Antivirus, DNS)

Backup Solutions (Veeam Backup and Batch file through)

Have been Manage Servers and Network Printer Individual.

JULY 2015 – APRIL 2017

DESKTOP SUPPORT L2, ACCUTE INFOTECH PVT LTD.

Residential Engineer at DOMINOS' PIZZA & Managing 200+ Systems, Think-client.

I was manage 15 Restaurants of Ahmedabad as well as Gujarat.

Walking customers through installing applications and computer peripherals.

Addressing user tickets regarding Hardware, Software, Network and VoIP.

Record technical issues and solution in logs.

Follow-up for Internet connectivity installation at new restaurant from the service provider.

Configuration of Network, Thermal Printers and Laser Printers.

Installation of Windows Server Operating System 2003, 2008 & 2012 in IBM Blade Server as well as Tower Server.

EDUCATION

JUNE 2015

MSC-TECH (IT-IMS), GANPAT UNIVERSITY

MASTER OF SCIENCE IN INFORMATION TECHNOLOGY AND INFRASTRUCTURE MANAGEMENT SERVICES, PASSED WITH 8.58 CGPA.

APRIL 2013

BCA, HEMCHANDRACHARYA NORTH GUJARAT UNIVERSITY

BACHELOR OF COMPUTER APPLICATION, PASSED WITH 63 PER.

MARCH 2010

HSC, MIRAMBIKA HIGH SCHOOL

PASSED WITH SECOND CLASS.

MARCH 2008

SSC, MIRAMBIKA HIGH SCHOOL

PASSED WITH SECOND CLASS.

SKILLS

- Support to End Users with best solutions
- Good Working Knowledge of Technical queries
- Understanding Customer Needs and Guide
- Managing Priorities Issues and Solutions
- Work with Team became Team Supporter

CERTIFICATION

- NSE 1&2 Network Security Associate
- Broadband and MPLS-VPN Network in BSNL.
- Google Digital Unlocked.



ACTIVITIES

- Watching Action Movies
- Learning New Upcoming Technologies
- Playing Cricket, Football
- Traveling

SELF-DECLARATION

I hereby declare that all the information contained in this resume is in accordance with facts or truths to my knowledge. I take full responsibility for the correctness of the said information.

Jay Vasoya