

# RESUME

## RAJAT KUMAR

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Yamunanagar (Haryana) 135001

Year of Experience: 6 Year

CTC: 4.1 Lacs

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### OBJECTIVE

Passion for solving technical issues and providing excellent customer service. Experienced in troubleshooting hardware and software problems, with a strong understanding of network protocols and systems administration. Seeking to leverage my skills and expertise in a dynamic IT support role to contribute to the success of the team and help maintain the organization's IT infrastructure.

### Academic Details

- Bachelor of Computer Applications (BCA) from Guru Nanak Khalsa College (Kurukshetra University) with 62% in 2020.
- 3 Years Diploma from Seth Jai Parkash Polytechnic Damla (Govt College) with 70%.
- 10+2 from H.B.S.E Board from Govt. Sr. Sec. School in 2016 scoring 65%.
- 10th from H.B.S.E Board scoring 78%.

### Certification

- Successfully Completed **Technical Support Fundamentals**  
(<https://coursera.org/verify/HMSRVKFTZ9CZ>)
- Introduction to **Networks and Cisco Devices**  
(<https://coursera.org/verify/4BTDEZ6LL9DZ>)
- Successfully Completed **Introduction to Generative AI**  
(<https://coursera.org/verify/PP6QYEGGRT6E>)
- Successfully Completed **IT Infrastructure and Emerging Trends**  
(<https://coursera.org/verify/Y4TQE2LV77JZ>)

### COMPUTER SKILLS

- Switch Configuration (Cisco Catalyst1000, C1300, C9200, SG350)
- AV (Zscaler, Crowd strike) , Proxy.
- Networking (DHCP, Domain, IP Assign, Patches Update, IP Camera, FTP)
- Computer Hardware and Software (Computer Assemble, HDD, SSD, Window Update)
- Computer Network (MPLS, ILL)

## **Organizational Experience:**

### **Birla Soft (Kotputli, Jaipur - Client Location) Currently Working (Apr 2023 to till)**

- Switch Configuration (Cisco Catalyst1000, C1300, C9200, SG350), MS office 365, Network Maintenance, IT Infrastructure, DNS, AD, AV, SSCM, System Patches update, establishing computer connectivity, installing software, Connect Printer through networking, LAN, WAN, MAN.

### **CSC-SPV (Chandigarh) (Sept 2019 to Apr 2023)**

- Creating and implementing new government services for VLE and providing them with technical support, such as ISP, ONT, OLT, and lease lines and Transaction Issue. APS Transaction problem Solver

### **Luminous Power Technology (Gagret Una H.P) (Aug 2017 to Aug 2019)**

- To provide all Plant Heads with technical support, such as computer connectivity, account software, and window troubleshooting.

### **Competent Synergies P.v.t Limited (Mohali) Chandigarh (Sept 2016 to July 2017)**

- Installing software, assigning an IP address, and enabling a domain, Networking (DHCP, Domain, IP Assign, Patches Update, IP Camera, FTP)

## **HOBBIES**

- Playing Cricket.
- Mountain adventure.

## **PERSONAL PROFILE**

D.O. B : 17-01-1998  
Marital Status : Married  
Interests :Cricket, Gadgets  
Languages : English, Hindi, Punjabi.

## **DECLARATION**

I hereby declare that all the details furnished above are in accordance with the true and correct to the best of my knowledge and I hold the responsibility for the correctness of the above-mentioned

**Rajat Kumar**

**Date:**