

SUMMARY

Technical Support Engineer with strong skills in network troubleshooting, cloud infrastructure, and technical documentation. Committed to enhancing customer satisfaction through effective software support and virtual server management.

SKILLS

- Network troubleshooting
- Cloud infrastructure
- Technical documentation
- Virtual server management
- Software support
- Customer relationship management
- Network topology
- Microsoft Azure fundamentals
- TCP/UDP, IPv4/IPv6, VLAN, WLAN
- Wi-Fi security
- Network Support

EXPERIENCE

TECHNICAL SUPPORT ENGINEER | 04/2024 to Current OVT Private Ltd - Noida

- Client requirement fulfillment and POC delivery of ONT and ONUs.
- Documented support processes and created user manuals for internal use.
- Provided technical support for software and hardware issues across user systems.
- Troubleshoot network connectivity problems such as router configurations, IP addressing, and DHCP server setup.
- Monitored daily operations for compliance with safety protocols and guidelines.
- Collaborated with teams to troubleshoot and resolve ONT's software-related issues.
- Managed virtual servers and storage using AWS and Azure technologies.
- Responsible for day-to-day activity, monitoring, and maintenance of cloud infrastructure deployed in Microsoft Azure.

EDUCATION

Singhania University - Noida, Uttar Pradesh Bachelor of Science

Zoology, Botany And Chemistry, **05/2021**

B.S. Inter College - Noida, Uttar Pradesh Higher Secondary Certificate (HSC)

Physics, Chemistry And Biology, **03/2017**

B M Girls Inter College - Chandausi, Uttar Pradesh Secondary School Certificate (SSC)

04/2014

LANGUAGES

Hindi:	Native	English:	B2
Native			
French:	A2		

CERTIFICATIONS

Microsoft Certified: Azure Fundamentals (2025)

Diploma in Networking Infrastructure and Cloud Administration (2021-2022).

A2-level certified in the French language.