

# RESUME

## Shailaj kr jha

**Address:** - Street no-16 Block -D, H.N-1075, Khajuri khash Delhi - 110094

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## Objective

To secure a responsible position in a vibrant organization that would exploit my talent to the utmost and help me to become a thriving professional and where I can contribute my knowledge, creativity and professional skills.

## Experience

- Working With Crowne Plaza Hotel (IHG) Okhla on the Behalf of Securelyknx Networks.  
**Duration:** 12 Apr -2019 to 30 Oct 2021      **Designation:** Technical Support Exe.
- Working with Maidens Hotel (Oberoi group) on the Behalf of Impact pvt.ltd.  
**Duration:** 21 Nov 2021 to 7 July 2022      **Designation:** Technical Support Exe
- Working with SUPREME COURT OF INDIA on the Behalf of O.A compserve pvt.ltd.  
**Duration:** 7 Sept 2022 to 6 May 2023      **Designation:** Technical Support Exe
- Working with Travowise 15 May 2023 to 29 Feb 2024 **Designation:** Technical Support Exe

## Education Qualification

### Academic Qualifications

Degree	Board/University	Stream	Year	
Diploma-IT	N-Tech institute Yamuna vihar Delhi	Computer science	2019	
XII	Intermediate from B.S.E.B.	Science	2016	
X	High school from B.S.E.B	Mathe,Sanskrit, Hindi	2014	

### Professional Qualifications

- Computer Hardware Networking N-Tech institute Yamuna vihar Delhi (110094)

## Computer Technical Knowledge

- Assembling Of Pc & Troubleshooting Hardware Problems, Cabling.

- Assemble & Disassemble of PC & laptop.
- Troubleshooting of common functional problem.
- Installation & configuration of Windows Operating System (XP, Win7, Win8, Win10.)
- Troubleshoot problems regarding Windows XP, Win7, Win8, and Win10 & MS Outlook and many applications.
- Establish Remote Desktop Connection.
- Network Implementation
- Hardware Installation, Maintenance and Troubleshooting.
- Network related Troubleshoot.
- Installation of various application software.
- Working knowledge of MS Office and internet.
- Installation of device drivers & hardware components.
- Wi-Fi Network Implementation.
- Access Point configuration.
- New Network Setup, configuration and maintenance.
- Application Software installation and maintenance.
- Troubleshoot remotely system.
- IP and Analog Phones setup and troubleshoot.
- Networking LAN & WAN troubleshooting Network Auditing, Knowledge Of Configuration And Maintenance
- Installation of **DHCP, DNS** etc.

## Software Skills

- Installation Of All Types Of Anti-Virus & Defenders
- Installation Of Microsoft office 2007 & 2013
- Outlook

## Hobbies

- Interest in Computer Assembling and Disassembling.

## ROLE & RESPONSIBILITIES

- To monitoring all backend executive of central Circle.
- Configure the Network Printer And USB Printer.
- Monitoring LAN & WAN Network.
- Installation Operating systems And Updating.
- Distribute the LAN & WAN internet Connection as per Clint required.
- Handling Reporting And Document Management
- Co-ordination with other office and refer them to appropriate Solution.
- To solve problem in network in all connected center.
- Taking care of End to End processing of Cases.

- Getting Daily Basis Server Backup.

## STRENGTH

- Good Communication Skills.
- Hard Working and Good Observation.
- Positive attitude, hardworking and ability to work under pressure.
- Ability to reach goals
- Leadership quality.
- Ability to manage a conference and meeting.
- Never say no for any client or customer.

## Personal Profile

- |                   |   |                |
|-------------------|---|----------------|
| • Name            | - | Shailaj kr Jha |
| • Father's name   | - | Vijay Kant jha |
| • Date of birth   | - | 11-01-1999     |
| • Gender          | - | Male           |
| • Marital status  | - | Married        |
| • Languages known | - | Hindi, English |

## Declaration

I hereby declare that the above mentioned information is true to the best of my knowledge.

Place: .....

**(Shailaj kr jha)**

Date: ...../...../.....

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