SHASHI KUMAR THAKUR

IT SUPPORT SPECIALIST

PHONE | (+91) 9625439991

EMAIL | skshashi387@gmail.com

LOCATION | New Delhi, INDIA

EXPERIENCE | 2 Years 0 Month

Key Skills

- IP
- IPV4
- OSI
- TCP
- HTTP
- Windows
- DNS
- DHCP
- Email Server
- Windows Administration
- LAN Troubleshooting
- VLAN Configuration
- Static Routing
- Spanning Tree
- OSPF
- Switching
- VLAN
- Trunking
- Cisco Routers
- Routing
- Networking
- Firewall

Profile Summary

Seeking a beginner???s role to explore and enhance my technical knowledge gained at Aiet Institutein the last two years. I hold IT deploma from AIET Institute and won the start-up challenge at the Institute.

Work Experience

IT Support Specialist
Advance Finserv
08/2022 - Present

- Resolving an average of 30 desktop support tickets per week with a 95% customer satisfaction rate, ensuring smooth operation of IT systems and minimizing downtime.

- Implementing proactive maintenance strategies, resulting in a 20% reduction in equipment failure and a 15% increase in overall system reliability.

- Collaborating with cross-functional teams to streamline processes and optimize IT infrastructure, leading to a 25% improvement in overall operational efficiency.

Education

B.A - Communication
2023

Languages

- English
- Hindi

Hobbies

- Lessing Song Reading Books

Moti lal Nehru University

12th
2020

CBSE , English
Grade - 75-79.9%

10th
2018

CBSE , English
Grade - 65-69.9%