

RESUME

Vaibhav Arora

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Objective

An efficient key player in challenging & creative environments with excellent capacity to adapt to new technologies and skills.

Skills

- Proficient in C++.
- Good understanding of major software's Wireshark, Nmap, Burp suite, Wifite.
- Good understanding of OSI Model, TCP/IP protocol suite (IP, ARP, GARP, ICMP, TCP, UDP, FTP)
- Proficient and hands on with Up to date softwares like Genesys and OSC.
- Well understanding of Bridging and switching concepts and LAN technologies
- Knowledge of VLAN, Private Vlan,
- Knowledge of DHCP, DNS.

Experience:- Tech support Executive Network -Teleperformance (03 Apr 2023 - 09 May 2024)

Was dealing with American and Australian Clients on a daily basis. .

Reducing the overall average handling time for the whole team by 20%.

Feedback provided was Excellent with the whole team with average clientel of 80%.

Was handling L2 calls just after 6months of tenure.

Educational Qualifications

- 12th CBSE Delhi (Science)
- 10th CBSE Board Delhi
- BCA Himalyan Garhwal University (2021-2024)

Personal Details

Father's Name Mr. Anil Arora

Date of Birth: 05-03-1998

Gender: Male

Language Known: English, Hindi

Marital Status UnMarried

Nationality Indian

Declaration: I do hereby declare that all the above information furnished by me are true and correct to the best of my knowledge.

Vaibhav Arora

Place: **Delhi**