

Jayprakash J Soni

Date of birth: 26/11/1987

Nationality: Indian

Gender: Male

CONTACT

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ABOUT ME

PROFESSIONAL SUMMARY

I am a professional IT Officer with 11 years of experience in this field. I am looking for a new project. Trained IT worker skilled with hardware and Network IT systems, IT Management, Asset, Analytical in investigating problems, tracing root causes, and correcting routine or serious issues. Communicates easily with technical and non-technical personnel to deliver quality support.

WORK EXPERIENCE

28/11/2013 – 31/01/2023 Project Location : Bharuch, India

Associate Network Management Wipro Ltd

- Provide technical assistance with computer hardware and software
- Resolve issues for staff via phone, in person, or electronically
- Perform hardware and software installations, configurations and updates as needed
- Resolve technical issues in a timely manner using available resources within the company
- Configures router, Switch, Wi-Fi Router
- Problem-solving and analytical skills
- LAN knowledge
- Service Desk Handle (NIC)
- Network hardware configuration
- Monthly, and Weekly reports send to the IT manager
- Troubleshoots network problems.
- Establishes networking environment by designing system configuration and directing system installation
- Maximizes performance by troubleshooting network problems and outages and scheduling upgrades.
- Meeting with the IT manager to discuss system needs.
- Video Conference Set up
- Customize desktop applications to meet user needs
- Walk customers through installing applications and computer peripherals
- Record technical issues and solutions in logs
- Direct unresolved issues to the next level of support personnel
- Follow up with clients to ensure their systems are functional
- Report customer feedback and potential product requests
- Resolve user tickets regarding hardware, software and networking
- ISM Software knowledge

09/02/2023 – CURRENT Dahej,Bharuch, India

IT Officer Randstad India Pvt Ltd (Project Location : PPG Asian Paints Private Ltd.)

- Participates as a member of the IT management team in planning, problem resolution, and reviewing department performance
- Technical Support Provide first line and escalated support to Copilot for M365 users via various channels email phone chat.
- Troubleshooting Diagnose and resolve technical issues related to Copilot functionality across Word Excel PowerPoint Outlook Teams and other M365 applications.
- Reviews vendor contracts and coordinates IT purchases (hardware, software, and services) to ensure effective deployment of solutions aligned with user needs.
- Maintain inventory and configuration documentation
- Manage the physical environment of the server rack including documentation and labeling.
- liaise with your 3rd party contractors and suppliers as necessary.
- Ruckus Wifi configure
- Purchase IT Assets via Vendor.
- HHT Device Configure & co ordinate with vendor
- Telnet Server Configure
- GS Client software through Sap login

- IVMS software through camera handle (DVR)
- Provide system administration and maintenance.
- Microsoft forms create Reg: Rating, Survey etc.
- Training of Safety tips in (EHS)
- Create MS Form (Prastav)

EDUCATION AND TRAINING

20/07/2010 – 30/05/2013 Mehsana, India

Master Degree- MCA (Master of Computer Application) LC Institute of Technology

Address Unjha Highway, Taluk Visnagar,, District Mehsana, Bhandu, , 384120, Mehsana, India | **Website** https://lcit.mlct.org.in

02/06/2007 – 30/04/2010 Vadodara, India

Bachelor Degree- BCA (Bachelor of Computer Application) Takshashilaa College

Address Harni - Warasiya Ring Rd, , Moti Nagar,, 390006, Vadodara, India

12/06/2006 – 23/04/2007 Bharuch, India

High level School - Commerce Narayan Vidhya Vihar School

Address Zadeshwar Rd, , Bholav, Bharuch, Gujarat , 392015, Bharuch, India

LANGUAGE SKILLS

MOTHER TONGUE(S): Hindi

Other language(s):

English

Listening C2
Spoken production C1
Reading C2
Spoken interaction C1
Writing C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Office | Service desk Handle | IT Help Desk support | Routing & Switching Configuration | WIFI (802.11)Router Configuration | Wireless Access Point Configuration (Aruba, Cisco) | Handle LAN and WAN | Hosting events on digital platforms | Troubleshooting network and software issues. | Windows administration Tools | Windows 2022 server and Active Directory, DNS, DHCP | Windows Backup and Restore | FTP Server Create | Coordinated with Helpdesk/Vendor or management for IT Infra-related issues, | Video Conference arrangement | Monitoring Network | Troubleshooting Windows server issues | User requirements and document IT systems. | Basic knowledge in administering Windows Server | Network set-up | Network support | Desktop Support Services

ORGANISATIONAL SKILLS

CCNA Certified

Cisco Certified Network Associate 200-301 Certified in 2020
Valid up to : 18 December 2023

CO-CURRICULAR ACTIVITIES AND AWARDS

- IELTS Exam 5 Band
- CCNA And MCSA (CMS Info system Pvt Ltd)
- SQL Query Create,Update,Delete
- Participated in event in college level (Typing, Gaming).

HOBBIES

- Internet surfing
- Playing outdoors games
- Travelling