Amit Kumar Balwada

SR TECHNICAL ANALYST- EUC

Contact

Address
Jaipur, India 303905

Phone
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E-mail
balwadaa@yahoo.com

Skills

Configure & Maintain Router/Firewall/Access Point
Upper intermediate

Configure & Maintain OS/Server
Upper intermediate

Failure resolution
Upper intermediate

IT Networking Knowledge
Upper intermediate

IT Hardware Knowledge
Upper intermediate

Microsoft Products Knowledge
Upper intermediate

Languages

Hindi
Upper intermediate

English
Upper intermediate

Interests

Traveling

Photography

Driven Technology Analyst with 10 years lending technical knowledge to generate IT design, thought and implementation. Resourceful experience researching and crafting custom procedures and processes to resolve technology problems. Excels at charting workflow and writing specifications for ideal procedures, culling knowledge to bolster IT service delivery and troubleshooting. Exceptional deployment support to meet strategic plans and improve staff processes.

Work History

2020-11 - Current

SR. TECHNICAL ANALYST- EUC

Progressive Infotech, Bigbasket, Jaipur

- Diagnosed software issues and applied troubleshooting techniques to resolve problems.
- Undertook technical maintenance of various database systems.
- Provided network support services for devices such as hubs, bridges, routers and other hardware.
- Troubleshot complex multi-vendor network service provider issues.
- Improved systems with addition of new features and infrastructure.
- Assisted in troubleshooting network, cyber-security and non-standard software and hardware related issues.
- Ran diagnostics and conducted software tests to resolve system issues.
- Installed, tested and documented result for new software packages, technologies and tools.

2015-05 - 2020-04

SR. Network Support Executive

Convergent Communication (I) Pvt. Ltd, Lemontree Premier, Jaipur

- Designed and evaluated WAN and LAN connectivity technologies.
- Monitored networks and network devices to resolve technical problems quickly.
- Diagnosed and executed resolution for network and server issues.
- Maintained inventory of installed desktop hardware and software components to keep records accurate and updated.
- Configured hardware, devices and software to set up work stations for employees.

2014-03 - 2014-04

Software Trainer

MindLogicx, CBSE, Jaipur

- Support To Online CBSE Exam Copies Check

2013-09 - 2014-02

Software Trainer

Tata Consultancy Services, Barmer / Bhilwara

- Software Training To Co-Operative Bank Employees

Education

2011-04 - 2013-08

CHNA Diploma: Computer Hardware & Network Administrator

Institute Of Advance Network Technology - Jaipur, Rajasthan, India

2012-11 - 2013-04

RHCSA Certificate: Red Hat Certified System Administrator

Institute Of Advance Network Technology - Jaipur, Rajasthan, India

2011-07 - 2012-05

High School Diploma

Shri Khandelwal Vaishya Central Senior Secondary S - Jaipur, Rajasthan, India