MOHIT CHHABRIA

TECNICAL SUPPORT

About Me

To obtain a challenging position as an IT Support Professional where my technical knowledge, customer service skills, and troubleshooting abilities can be utilized to provide excellent support to end-users

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Certifications

- Pursuing Microsoft Az -104

Skills

- Management Skills
- Help desk support
- Security management
- Server Management
- Complex problem - Solving
- Cloud Adminstration

Projects

- Established and implemented IT infrastructure for a new office, including network setup, hardware deployment, and software configuration.(30 workstation set-up)

- Office 365 tenants migration. Email migration from go2 to office 365

Experience

STREAMLINE SOLUTIONS 2022 (CLIENT -SARIN INVESTMENT -NZ) TECHNICAL SUPPORT EXECUTIVE

- Working With an international Hospitality client 10 Cluster hotels managing Cloud applications Managing Admin portal of Microsoft office 365, Salesforce and Opera cloud. (IAM) Managed Azure Active Directory accounts and Group Policy settings
- **Infrastructure Management:** Provisioning, configuring, and managing cloud resources such as virtual machines, storage, services as required by the organization.
- **Troubleshooting and Support:** Responding to incidents, resolving issues, and providing technical support to users and stakeholders as needed. This includes troubleshooting performance problems,
- **Security Management:** Implementing and maintaining security measures to protect data, applications, and infrastructure in the cloud. This involves setting up firewalls, access controls, encryption, and monitoring for security threats and vulnerabilities.
- **Cost Management:** Managing cloud costs and optimizing spending by monitoring resource usage, identifying cost-saving opportunities, and implementing cost-saving measures such as rightsizing resources, leveraging discounts, and using pricing models effectively.

DIYA IT SOLUTIONS 2019-2022 (DESKTOP SUPPORT ASSOCIATE)

- Configuring and implementing software and hardware On-Site Support.
- Assemble hardware products and upgrade
- Configurations network devices
- Installations and maintenance of Windows server. Assisted with the maintenance and troubleshooting of network printers

Education

S. H. M COLLEGE	TY-BCOM 2022 - 2019
S .G. S NATIONAL JR COLLEGE.	HSC. 2019 - 2017