

# Neha Chauhan

+91-9888638802

nc.chauhan23@gmail.com

80/13 U-Block

DLF Phase 3

Gurugram

## AN OVERVIEW

A dedicated & result- oriented professional who has to be a part of a reputed organization and contribute to its development through a dedicated and smart work and in turn develop my own knowledge base and skills.

## SCHOLASTICS

**2015 :** M.Tech Specialization in Communication From GNDU

**2012:** B.Tech(ECE) From ACET

**2007 :** 12th from PSEB Board

**2005 : 10th from PSEB Board**

## SKILLS

OSI Model, TCP/IP, Networking devices, Web servers, Database, EC2, EBS, AMI, IAM, VPC, VPN, S3, Cloudwatch, Autoscaling, Load Balancer, AWS Backup

## CERTIFICATION

AWS Certified Solutions Architect Associate (2020)

## WORK EXPERIENCE

**Location :** Gurugram

**Duration :** 1.10(June 2019-Present)

**Designation :** Cloud Support Engineer

**Actual Employer :** PC SOLUTIONS

**Onsite Employer:** American express

- Application allocation over VDI session using Appstack on VMware Horizon
- Clear stucked VDI multiple session from VMware console
- OU movement as per request for both user and Hostname
- Help user to configure system environment over VDI machine
- Storage assignment (attach or detach) over VDI session
- Active directory tasks : shared drive mapping , OU moment, Group assignment,
- Software deployment over machine using Amex SDS & SRS Plus tool based on SCCM sever
- Windows security patch deployment

**Location :** Gurugram

**Duration :** 1.7 year(July 2016-feb 2018)

**Designation :** Remote Desktop Engineer and Process Executive

**Actual Employer :** COGNIZANT TECH SOLUTIONS

**Onsite Employer:** Google India Private Limited

- Provides remote technical assistance to customers for a wide variety of issues.
- Troubleshoot client issues and escalated tickets if needed or placed a service call if the matter was identified as a hardware concern.
- Follow-up with clients to ensure satisfaction with action taken.

- Managed documented work logs on average of 35-40 a day, followed up for resolution of solution offered at point of incoming call.
- Escalate calls to the Technology team if 1<sup>st</sup> level solution did not resolve the issue.
- Monitoring network performance to determine if adjustments need to be made.
- Conferring with network users about solving existing system problems.
- Coordinating computer network access and use.
- Configuring and testing networking software, computer hardware and operating system software.
- Measure performance of digital marketing efforts using a variety of Web analytics tools (Google Analytics, WebTrends etc.).
- Acquire insight in online marketing trends and keep strategies up-to-date.
- Provide creative ideas for content marketing and update website.
- Plan and monitor the ongoing company presence on social media (Twitter, Facebook etc.).
- Assist in the formulation of strategies to build a lasting digital connection with consumers.

**6 Months internship On Throughput Analysis Of Data In Satellite Communication At ISSA Lab,DRDO Delhi.**

**MAJOR STRENGTHS**

- Honest and Responsible
- Positive Attitude

**CO CURRICULAR ACTIVITIES**

- Consolation prize in folk song at cultural festival.
- First position in Chinmaya Interschool Competition
- Participate in National Digital Elocution Competition.
- Participate in Rang Bharoparoyogita Sanskar Bharati.

**HOBBIES**

- Dancing
- Singing
- Social Working

**DECLARATION**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**NEHA CHAUHAN**