



# RABISH RANJAN

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## Profile

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- Knowledgeable and dedicated Network Support Specialist adept at installing and maintaining network hardware and software, providing network support to end-user, and managing LAN/WAN infrastructure.
- Results-oriented and knowledgeable Technical Support Engineer with a proven track record of employer and client satisfaction in providing technical support and customer service to clients, maintaining various PC hardware and software, and coordinating new personnel.
- Offers a Computer Science & Information Systems degree from a well-known university, deep passion for Technology, and strong attention to detail. Effective communicator with a data-driven approach, great analytical skills, and excellent problem-solving abilities.

## Experience

### Factree Communications

Network Engineer and IT Administration

March 2023 - Till Date

#### Key roles and Responsibilities

- Managing LAN and Wi-Fi Infrastructure, for Both office in Bengaluru Office.
- Installing, Upgrading and Configuring new Access Point, Load Balancer, and other devices as per the requirements.
- Supervising and mentoring IT department employees, as well as providing IT support.
- Creating Survey Mobile application on CommcareHq (Data Collecting software).
- Creating and Managing user accounts and performing access control.
- Verifying data collected from ground workers and providing data to data team.
- Issue of IT assets to new joiner, Managing Company IT Assets.

### Microsense Networks Private Limited

Network Support Engineer / Help Desk Engineer

Sep 2021 - Feb 2023

#### Key roles and Responsibilities

- Performed professional troubleshooting, resolved any networking issues, diagnosed and solved hardware or software faults, replace parts as required of Hardware, and Repair/ Reinstall software packages
- Assists with facilitating the restoration of service through analysis and discussions with the System, Network, and Server teams. Responsible for debugging.
- Configured and maintained network hardware and software, provided beneficial network advice and support to end-users, and tested installed systems.
- Practical experience with Cisco and Aruba networking devices, including routers, switches, hubs, and access points.
- Worked on the development and maintenance of communication networks, improved network performance, and installed switches and routers.
- Provided beneficial IT support and assistance to clients and executed other duties as assigned by managers.

## Skills

- [ CCNA: Cisco Packet tracer, OSI Model, Subnetting, Port, Routing, MAC Address, TCP/IP.]
- [ Network Technologies: Wireless LAN, MAC protocols for LANs, Ethernet, Firewall, VPN.]
- [ System Administration: Active Directory, Domain Services, ADDS, Server Network, Mail Box Setup, etc.]
- [ OS: Windows, MAC and Kali Linux.]
- [ Languages: C, HTML, Python, SQL, Bootstrap.]

## Education

### **M.Tech, Computer Science and Technology (Cyber Security)**

2019

Central University of Punjab, CGPA: 5.85

### **BE, Computer Science**

2016

Birla Institute of Technology, Mesra, CGPA: 6.06

## Projects

**[ Generating Undetectable Backdoors for Windows Machine]** - [ The aim of this project was to Generating Undetectable Backdoors for windows and delivering the same to other user through any document like Pdf, docs, etc. or via mail also to identify these type backdoors which is undetectable in Anti-viruses. BACKDOOR TOOLS- The Fat Rat, Empire.]

**[ Online Notice Board Management System]** - [ Online Notice Board Management System is managing all the activities related to management right from the enrolment. The administrator can view all the users and can delete the old users, and the administrator can send a notice to all student in a single click and also to some selected student. The student who is registered can see the notice which is sent to him. The unregistered user can only see the latest notice related to all students.]  
Technology Used: HTML, PHP, Bootstrap, CSS, Java Script.

## Certificates

**Cisco CCNA Security for Beginners:** Completed the course Cisco CCNA Security for Beginners on 08/24/2022 as taught by Jameel Boatayab on Udemy

08/2022

**Niks Technology, Web Designing and Development:** Development of the Front-end and Backend layers of websites.

07/2015

**Prasar Bharati, All India Radio:** Vocational training in Basic techniques of Radio Production & Transmission.

12/2013

**NETTECH Pvt. Ltd, Workshop on Hardware and Networking Management:** Understanding the Solution and technologies covered in the Certificate in Network Management.

11/2012

**Google, Power Searching:** Official Google Blog - Fast and effective fact-finder with Power Searching with Google. solving complex research problems using advanced Google search techniques with Advanced Power Searching with Google.

10/2012

## Languages

Hindi, English

## Other Information

- ✓ **General Secretary** at BIT REVA'15, from 10/2014 to 9/2015 - India's largest festival for underprivileged kids.
- ✓ Volunteer in college Technical Fest Technika'13 and in Cultural fest REVA'13.
- ✓ Participated in Microsoft India App fest organize in 26th Feb 2013.
- ✓ Student Coordinator Head at Blood Donation Camp organize by NSS-BIT Patna on 15th August

## Declaration

I certify that the information furnished above is factually correct.

Signature:

Date: 16<sup>th</sup> Jan 2024