



SEHRAN SHAFI

SSSHIGAN@GMAIL.COM

I am a highly organized individual and hard-working, looking for a responsible position to gain practical experience, achieve goals and improve my skills on a daily basis.

STARTEK AEGIS (P) LTD

Oct, 2021- Mar, 2022

Chat Support Executive

- Resolving customer complaints brought to my attention
- Helped customers in their pre- and post-delivery concerns, Billings, Experience, Order status regarding queries.
- Worked as an Email, Chat and Voice support too.

NATIONAL IT SOLUTIONS (P) LTD

Sep, 2020- Sep, 2021

Network Engineer

- Provided first level support for networks, telecommunications and security issues, employing high-quality service.
- Deployed on premises platforms of switches, routers, managed systems and backed up data.
- Assist in development of network detailed designs in the following areas: software defined networking, network segmentation, network access control, network security and cloud networking components

APTRON SOLUTIONS (P) LTD.

Jan, 2020

Intern

- Learned basic networking of CCNA level.
- Troubleshooting, diagnosing, and resolving hardware, software, and other network and system problems.

CERTIFICATES

- CCNA
- Linux Administration and Shell Scripting
- IT Networking Fundamentals with Lab Practicals
- Web Designing.

EDUCATION

2016-2020

University of Kashmir

Bachelors in Technology

Computer Science and Technology

SKILLS

Linux

Networking

Web Designing

Microsoft Office

PERSONAL DETAILS

Date of Birth : 06/01/1997

Marital Status : Single

Nationality : Indian

Joining Availability : Immediate

CONTACT

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