Mobile: 0221177285 Email: mitulpatel433@gmail.com

**MITULKUMAR PATEL**

6A Chequers Avenue,

Glenfield,

Auckland 0629

**SAI SIDDHARTHA PADMALA**

**Passionate and proactive**

Looking forward to implementing the skills I have learned in past 4 years & 11 months as a Fibre Technician. I would like to utilize my experience in customer orientated role where I enjoy troubleshooting and investigating solutions for clients in field.

**EDUCATION AND QUALIFICATIONS**

**Diploma in Software developing & Computer Networking** *Completed 2018 National Technology Institute* (Level 7), Christchurch, New Zealand

**Project: - creating computer lab with using of Clear OS, Cisco router and Dell switch.**

**Cisco Certified Network Associate (CCNA).** *Completed 2015.*

**Bachelor’s in information and technology** *Completed 2012*

Radharaman Engineering college

Affiliated to: Rajiv Gandhi Technological University, Bhopal, India

**Project: - Cloud Computing**

# Certifications

1. First Aid
2. Traffic Management Operative (TMO)
3. WTC 3
4. WTC 1
5. PTN
6. Risk management
7. EDP/IPP permit
8. NZ Full Licence

**EMPLOYMENT RECORD**

**Shreeji Communication (Chorus Subcontractor), Auckland, New Zealand DEC 2018 to Present**

ICT Support Field Technician

* Working in Fibre PROVISIONING
* Doing SDU/MDU fibre installations
* Locating and Repairing Faults.
* Outside Boundary work for faulty network and Civil work.
* Worked in pro-active team for Ventia
* Reattached chorus network on Vector poles. Aerial Cable and Fibre Reattaching.
* Maintaining Chorus Aerial Network up to Standard.
* Installing ETP, ONT, and phone line.
* Copper internal phone integration
* Monitoring Network Performance
* Provide Technical Information, advising and communication with customer

**Key Responsibilities**

* plans network installations by studying customer orders,include manuals specification; ordering and gathering equipment,supplies, materials and tools;assessing the installation site; preparing the installation diagram.
* Testing network,maintains and repairs telecommunication equipment and other appliances including phones, commissioning of routers, servers, ETP, ONT and other data transmission equipment in over a network place.
* checking breakdowns in networking equipment using Lan cable tester, Multi-network
* Interacting with the customer, providing information about service, Troubleshooting and preparing outages, As well as resolving customer’s complaints and associated concerns.
* Signing off jobs and submitting required paperwork on time.
* following legal regulation and NZ safety codes and standers.
* Ensure all work is performed in accordance with workplace Health and Safety(WH&S) requirements and legislative policies.

**Technical Skills**

* Resolve, Repair and install Fiber Optic
* Fiber Splicing
* Examine and replace fault with fiber optic
* Teamwork
* Windows server 2012 & 2016
* Troubleshooting computer, printer and scanner
* DHCP
* V-LAN
* IP configuration
* IT helpdesk
* Client relationship building
* Remote technical support
* Effective problem-solving abilities – for technical issues
* Teamwork
* Managing
* Knowledge of handling customer issues

**Airlink Communication, Surat, India OCT 2015 to MAY 2016**

Helpdesk support

* Answering incoming call of customer and provide technical support.
* Solve the customer problems related to internet.
* Remote technical support.
* On call router configuration.
* Handel the fibre network
* debug in computer.
* Keep detail record in excel of every call.
* Give proper solution to customer.
* Customer satisfaction

**UMA Computers, Surat, India FEB 2014 to SEP 2015**

Computer technician

* Visit customer house and offices to provide technical service.
* Troubleshoot of computer, printer and scanner.
* Solve computer related problems.
* Formatting and installing OS.
* Solving internet related problems.
* LAN networks.
* Solve printer problems.
* Hardware problems.

**INTERESTS**

*Active individual with a passion for music and sport. You could describe my taste in music as mixed as I find enjoyment in Jazz, hip-hop and rock. I participate in a few sports Social Touch, basketball, Cricket, football,Volleyball*