BANSILKUMAR GHORI

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PROFESSIONAL SUMMARY

CCNA-certified IT professional with hands-on experience in technical support, enterprise networking, R&D lab operations, Linux/Windows systems, and virtualization. Resolve **60+ support tickets weekly** while meeting SLA targets, troubleshoot hardware/software/network issues, and support users across customer-facing and engineering environments. Known for structured troubleshooting, clear communication, and practical problem solving.

CORE TECHNICAL SKILLS

Networking: TCP/IP, TCP/UDP, OSPF, VLANs, STP, EtherChannel, DNS, DHCP, NAT, VPN, VoIP, HTTPS, routing & switching
Systems: Linux (RHEL, CentOS, Ubuntu), Windows Server, Active Directory, GPO, IIS, Exchange, file services, SSH, firewalls
Virtualization & Cloud: VMware vSphere, Azure, Proxmox, VM deployment & administration
Tools & Automation: Wireshark, Zendesk, AnyDesk, Splashtop, Python, Bash, Ansible, REST APIs, PowerCLI, Docker, Kubernetes
Support: Hardware/software troubleshooting, DNS & email authentication, FTP/SSH migrations, incident triage, documentation, knowledge bases

PROFESSIONAL EXPERIENCE

Technical Support Representative
Jan 2026 – Present

Rebel.com

- Resolve 60+ technical support tickets weekly via Zendesk across phone, chat, and email while consistently meeting SLA targets and maintaining high CSAT.
- Diagnose hardware, software, network, OS, email, and Linux-based hosting issues using structured troubleshooting and root-cause analysis.
- Execute website and email migrations through FTP/SSH, reducing migration time by up to 50% while preserving data integrity and minimizing downtime.
- Administer DNS, domain configurations, and SPF/DKIM/DMARC authentication; reproduce issues in test environments and document findings for Tier 2/3 escalation.
- Create knowledge-base articles and runbooks, triage incidents by impact and urgency, and coordinate cross-functional resolution.

R&D; Lab Support Technician
Sep 2024 – May 2025

Nokia

- Provided Tier 1 support to internal/external lab users, resolving access, software, and connectivity issues to minimize R&D; downtime.
- Provisioned and managed VMware vSphere virtual machines across HPE and Dell server infrastructure supporting production lab environments.
- Partnered with network designers and testers to reproduce complex network topologies for pre-deployment customer testing.
- Led migration of lab subnet and hardware inventory to a centralized LEMA platform, improving asset tracking and reducing manual audit time.
- Installed, configured, and maintained end-user systems and applications while translating technical issues into clear guidance.

EDUCATION & CERTIFICATIONS

Computer System Technician – Networking
Algonquin College | Sep 2023 – Aug 2025
Enterprise & Security Networking • Linux & Windows Server • Hardware Troubleshooting • IT Support

Certifications
CCNA – Cisco Certified Network Associate
RH124 & RH134 – Red Hat System Administration I & II 9.0

SELECTED PROJECT

Enterprise IT Infrastructure Project — Designed and deployed a client-ready on-premises environment with Windows/Linux servers, AD DS, DNS, IIS, file services, iSCSI, Veeam, Windows Admin Center, PowerCLI automation, Zabbix monitoring, Zammad ticketing, Docker, and Kubernetes.

VOLUNTEER EXPERIENCE

IT Helpdesk Support — Algonquin College | Jan 2024 – Aug 2024 — Supported hardware/software issues, managed service tickets, documented root causes, and maintained solutions for a growing knowledge base.