# education

Bachelor of science in it

Guru Nanak College | Chennai, Tamil Nadu

Jan 2016 – Dec 2019

diploma in computer science

LJ Polytechic|Ahmedabad, Gujarat

Jan 2014 – Dec 2015

**ANKITA TIWARI**

**IT MANAGER**

Highly motivated and results-oriented IT professional with 4 years of experience in network administration, system management, and user support. Proven ability to lead and collaborate effectively, troubleshoot complex technical issues, and implement innovative solutions to improve efficiency and security.

# wORK EXPERIENCE

IT Support Specialist

ABC Company | Ahmedabad, Gujarat

Jan 2022 – Jan 2024

Troubleshooted diverse user technical issues (phone, email, in-person). Ensured optimal computer system performance through hardware/software maintenance and optimization. Supported seamless IT infrastructure operation.

network administrator

XYZ Company | Chennai, Tamil Nadu

Jan 2020 – Dec 2021

Ensured optimal network performance by proactively monitoring and troubleshooting diverse network components (routers, switches, firewalls, etc.), minimizing downtime and maintaining user productivity.

# cONTACT

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 **Email**

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 **Address**

#1, Ahmedabad, Gujarat

# hobbies

* Reading
* Cricket
* Music

# Languages

* English: Advanced
* Hindi: Proficient
* Gujarati: Intermediate

# Skills

* Network Administration
* System Administration
* Cloud Computing
* Project management
* Cybersecurity