KRISH TRIVEDI

Microsoft Expert

8849213790 krish.trivedi28@gmail.com Ahmedabad, Gujarat 380008

SUMMARY

IT professional with extensive experience in troubleshooting and network management at Arterius Solutions. Demonstrated success in enhancing user experience through effective technical support and installation. Proficient in Python programming and skilled in customer service, contributing to seamless operations and high satisfaction rates

EXPERIENCE

Microsoft Expert

Arterius Solutions

05/2025 - 08/2025 Ahmedabad, India

- Evaluated customer feedback received through surveys or other channels regarding usage experience of MS products for improving them further
- Performed periodic updates on existing systems running Microsoft operating systems and ensured compatibility with other software applications
- Installed new versions of Windows OS on users' computers when needed
- Troubleshot any connectivity issues between PCs, Servers and printers, scanners that were connected over a LAN or WAN
- Configured domain controllers, DNS servers, DHCP servers and group policies in a Windows environment

Technical Engineer

WHITE SWAN HOLIDAYS

08/2025 - Present Location

- Technical Engineer with experience in IT Operations, Microsoft 365 Administration, Technical Support, Client Relationship Management, Business Development, and Tour Operations.
- Skilled in managing IT infrastructure, Microsoft technologies, email administration, business documentation, and customer support.
- Experienced in handling client communication, responding to customer queries, resolving technical issues, and managing virtual communications.
- Proficient in coordinating domestic and international clients, maintaining project documentation, and ensuring smooth business operations.
- Strong background in international tour management, tour escorting, travel documentation, itinerary coordination, and operational planning.
- A proactive professional with excellent problem-solving, communication, and organizational skills, committed to delivering high-quality technical and customer-focused solutions.

IT Support Intern

Fleek Studio

05/2024 - 06/2024 Ahmedabad, Gujarat

- Developed high quality responsive designs that are compatible with all devices
- Ensured compliance with coding standards such as HTML5, CSS3, JavaScript, PHP

EDUCATION

Diploma

L.J University

Sarkhej, Gujarat

CGPA 7.2 / 10.0

SKILLS

Programming languages

C C++ Python Java

Operating systems

Windows Linux IOS

Web development

HTML CSS JavaScript

Network management

Troubleshooting and security

Database management

MySQL MongoDB

Version control

Git

Office applications

MS Office