

JITENDER SHARMA

It Support Engineer

📞 8920811497

🔗 [LinkedIn/Portfolio](#)

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📍 DELHI

JS

SUMMARY

Dedicated IT Support Engineer with over 5 years of experience providing technical support to end-users. Skilled in troubleshooting hardware, software, and network issues, ensuring minimal downtime and high user satisfaction and a proactive approach to IT service management.

EXPERIENCE

It Support Engineer

DetaSys Pvt. Ltd.

📅 04/2024 - Present 📍 DELHI

Job Description

- Troubleshoot network connectivity issues for both wired and wireless connections.
- Managed IT infrastructure for users, overseeing maintenance and troubleshooting.
- Create and maintain user accounts and permissions.
- Performed regular backups of critical data and documents.
- Diagnose and resolve hardware/software issues.
- Provide support for Microsoft Office, Windows OS, and basic networking.
- Assist in IT asset management and documentation.
- Provide onsite and remote technical support to end users for desktops, laptops, printers, and peripherals.
- Installed, configured and troubleshoot IP Base CCTV Camera and NVR.

Field Engineer

Monarch Compusys

📅 01/2023 - 03/2024 📍 DELHI

Job Description

- Performed maintenance activities on existing networks including patching and replacing components.
- Installed and configured network cabling and Device hardware for customers.
- Diagnosed and resolved hardware and software issues efficiently.
- Resolved network connectivity issues for local area networks And wide area networks.
- Installed, configured and maintained computer hardware, software And peripherals.
- Maintain user satisfaction by ensuring timely and high-quality Service.

EDUCATION

MCA

W.C UNIVERSITY

📅 06/2018

BCA

G.G.S.I.P UNIVERSITY

📅 06/2013

XII

C.B.S.E DELHI

📅 05/2010

X

C.B.S.E DELHI

📅 05/2008

SKILLS

**Hands-on Experience in Hardware
Installing and troubleshooting**

**Operating systems and Software
Installation**

**Knowledge of remote access tools (e.g.,
AnyDesk, TeamViewer, RDP)**

Familiarity with Microsoft Office

**IP Based CCTV Camera Installation and
configuration**

**Knowledge of Networking and
troubleshooting**

**Good understanding of LAN/WAN, IP
addressing, DHCP, and DNS**

**Sophos Firewall installation and
Configuration**

**Basic Knowledge Of Windows Server
Operating System Installation and
Configuration**

**Knowledge Of Windows server Roles
and Responsibility features**

EXPERIENCE

Desktop Support Engineer

IFFCO KISAN

📅 12/2022 - 07/2022 📍 FARIDABAD

Job Description

- Install and configure operating systems (Windows 10/11, Linux) and standard software packages.
 - Setup new user workstations, email accounts, and access rights in accordance with IT policies.
 - Configure and maintain printers, scanners, docking stations, and other peripherals.
 - Provide technical support to end users for desktops, laptops, printers, and peripherals.
 - Diagnose and resolve hardware, software, and network-related issues.
 - Perform root cause analysis and provide long-term fixes to recurring issues.
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Project Engineer

Hitech

📅 Date period 📍 DELHI

Job Description

CCTV System Installation & Support

- Conduct site surveys and determine optimal camera placements based on coverage, lighting, and security needs.
- Install, configure, and maintain CCTV cameras (IP/Analog), DVRs/NVR, encoders, and monitors.
- Ensure proper cabling (coaxial, Cat6, fiber) for cameras, power supply, and POE switches.
- **Networking Infrastructure**
- Design and deploy LAN infrastructure to support systems.
- Configure and maintain **network devices** such as switches, routers, access points, and POE devices.
- Assign static IPs, configure subnets, and troubleshoot connectivity issues.

TRAINING / COURSES

[Hardware and Networking Course From Jetking.](#)

[CCNA Knowledge From KR Network Cloud.](#)

PROJECTS

CCTV Camera and Networking

📅 Date period 📍 Location

Short Summary of Work

- The implementation and maintenance of CCTV surveillance systems and networking infrastructure.
- Planning, installation, configuration, testing, and support of IP CCTV systems, as well as related network components such as switches, routers, and cabling.