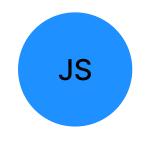
JITENDER SHARMA

It Support Engineer

\$920811497

LinkedIn/Portfolio

- jitender.sharma795@gmail.com
- DELHI



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.

Job Description

- Troubleshot 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

苗 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

苗 05/2010

Χ

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

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

Project Engineer

Hitech

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

Short Summery 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.