

Ankit Gurjar

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EDUCATION

Prestige Institute Of Management & Research

Bachelors of Computer Applications

Gwalior, Madhya Pradesh, India

2019-2022

EXPERIENCE

Working as Technical Support Engineer at SBICARD PVT LTD

May 2023 – Present

- **Managing vulnerability assessment.**
- **Assisted customers with technical issues, troubleshooting software and hardware problems via phone, email, and remote desktop tools.**
- **Managing ticket queue in ticketing tool-Service now supporting user from multiple locations (PAN India).**
- **Installing and configure office 365 .**
- **Troubleshooting updating and installing patches for software applications.**
- **configure Outlook, PST and OST,MS Outlook.**

INTERNSHIP

Web developing Intern at Prateek institute

July 2021 – Aug 2021

- **Learning of HTML, CSS, JavaScript**
- **Project : Frontend projects Like portfolio Page , Login Page , Survey Form etc.**

TECHNICAL SKILLS

- **Languages:** C++, SQL , JavaScript, HTML, CSS.
- **Courses:** Data Structure and Algorithms, Operating System, DBMS, Networking, Information Technology.
- **Help desk and Tech Support**
- **Network Configuration:** Web Servers, Windows Server, Routers, TCP/IP, LAN Technology
- **Customer Service, English Communication, Exceptional Verbal and Written communicational skills, Technical Support, Customer Support, Troubleshooting.**

• ACHIEVEMENTS

- **Student placement coordinator.**
- **Cleared STEP PLUS Assessment.**