ARGHYA BISWAS

Kolkata, West Bengal | +91-7003198097 | arghyabiswas198@gmail.com
linkedin.com/in/arghya-biswas-498a941b1 | github.com/Biswas77

Professional Summary

IT Support Technical Helpdesk professional with strong knowledge of hardware troubleshooting, networking fundamentals, OS installation, software configuration, and ticket-based issue resolution. Experienced in documentation, QA processes, system testing, and assisting teams in resolving technical issues. Skilled in Java, SQL, and automation basics with strong analytical and customer-support abilities.

Core Skills

Technical Support	Hardware Troubleshooting, Software Installation, OS Setup (Windows/Linux), System Configuration
Networking	TCP/IP, DHCP, DNS, LAN/WAN, Router/Switch Basic Configuration
Tools	Jira, Service Desk, MS Office, GitHub, Eclipse, VS Code
Testing	Functional Testing, Bug Reporting, Documentation, Selenium Basics
Programming	Java, SQL, HTML, CSS, JavaScript
Soft Skills	Communication, Problem Solving, Customer Handling, Time Management

Professional Experience

Centum Electronics Ltd   Oct 2019 – Apr 2022
Production / Quality & Testing Technician

- Performed system testing, functional checks, stabilization bake, and reliability tests.

- Troubleshot hardware issues, component failures, and documented findings.

- Maintained logs, reports, and quality documents ensuring process compliance.

- Supported team members in diagnosing issues and improving operational workflows.

Technical Projects

Helpdesk Ticketing Simulation (Self Project)

- Simulated L1 support tasks including ticket logging, categorization, and troubleshooting.

- Performed common IT support tasks: password reset, access issues, VPN setup, printer configuration.

System Diagnostics & Troubleshooting Practice

- Practiced installation/configuration of Windows 10, Linux Ubuntu, and device drivers.

- Performed disk cleanup, system performance checks, antivirus scans, and network diagnostics.

Education

B.Tech in Electrical Engineering, Camellia Institute of Technology (71%)	2024
Diploma in Electrical Engineering, North Calcutta Polytechnic (70%)	2019

Certifications

- Java Full Stack Developer — JSpiders Kolkata

- Manual Testing and Selenium Basics — JSpiders Kolkata

- Computer Hardware & Networking (Self-learning)

Languages

Bengali, English, Hindi

Declaration

I hereby declare that the information provided is accurate to the best of my knowledge.