



Jugmendra Singh

Highly skilled Technical Support Engineer with a strong background in troubleshooting and maintaining complex systems. Seeking a challenging position where I can utilize my technical expertise to provide exceptional support and contribute to the development and optimization of software solutions.

Experience

JAN 2015-----

IT Source Pvt Limited, New Delhi

ICT- Engineer

- Provide technical assistance and support to customers via various channels (phone, email, chat) by diagnosing and resolving hardware and software issues.
- Collaborate with cross-functional teams to troubleshoot and resolve complex technical problems.
- Manage and prioritize support tickets using a ticketing system, ensuring timely resolution and excellent customer satisfaction.
- Develop and maintain knowledge base articles and documentation for common issues and solutions.
- Assisted in the development of a web application using Java and Spring Framework, contributing to the delivery of a user-friendly and scalable solution.
- Monitored and optimized system performance, scalability, and reliability.

Jan 2014 to July 2014

Securelynkx Network Pvt. Ltd, New Delhi

Network Engineer –

- Design, configure, and deploy network infrastructure to support the company's operations.
- Responded to network-related help desk tickets and resolved issues promptly.
- Conducted network performance monitoring and analysis.
- Assisted in network troubleshooting and problem resolution.- Participated in network equipment inventory management.
- Provide technical support and troubleshooting assistance to end-users.
- Monitor network performance, identify issues, and provide timely resolution.
- Develop and maintain network policies, standards, and best practices.

Skills

- Programming Languages: Java, C
- Web Technologies: HTML, CSS, ReactJS, NodeJS
- DevOps Tools: Docker, Kubernetes, Jenkins, Ansible, Chef, Puppet
- Version Control Systems: Git
- Cloud Platforms: AWS, Azure, Google Cloud Platform
- Operating Systems: Linux, Windows
- Database Technologies: MySQL, MongoDB
- Continuous Integration/Continuous Deployment (CI/CD) practices
- Infrastructure as Code (IaC) methodologies
- Scripting languages: Bash, PowerShell

Project

React/Node.js/MongoDB Web Application

Repositories- <https://github.com/jugnusingh>

- Developed a full-stack web application using React, Node.js, and MongoDB.
- Designed and implemented the front-end user interface using React, HTML, CSS, and JavaScript.
- Built a RESTful API using Node.js and Express to handle data retrieval and manipulation.
- Integrated MongoDB as the database to store and retrieve application data.
- Implemented user authentication and authorization using JWT (JSON Web Tokens).
- Utilized best practices for code organization, documentation, and version control using Git.

Contact

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Education

2020

Master in Computer application

IGNOU-Delhi

2016

Bachelor of Technology

AKTU/UPTU

Certifications

2016

Course on Computer Concept

NIELIT (DOEACC)

2011

Diploma In Electronics & Comm. Engineering

Haryana State Board of Technical Education Panchkula

Language

English

Hindi