KUNAL SINGH

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LinkedIn | GitHub | Portfolio

PROFESSIONAL SUMMARY

Entry-level **IT Support / Helpdesk professional** with practical experience in desktop support, Windows troubleshooting, user account management, and basic networking. Experienced in handling end-user issues, system setup, and routine IT support tasks. Seeking an **IT Support / Desktop Support / Helpdesk (L1)** role with immediate joining availability.

PROFESSIONAL EXPERIENCE

IT Support / Technical Support   Feb 2024 – Jun 2025
Kimbal Technology, Greater Noida

- Provided Level 1 IT support for Windows desktops, laptops, printers, and office applications
- Diagnosed and resolved hardware, software, login, and basic system performance issues
- Assisted users with MS Office, email configuration, and standard system settings
- Logged, tracked, and resolved support tickets following defined IT support procedures
- Escalated unresolved or recurring issues to senior support teams when required

IT Support Intern   Nov 2022 – Nov 2023
India Habitat Centre, Delhi

- Delivered on-site desktop support for Windows and macOS systems
- Created and managed user accounts, passwords, and access permissions
- Assisted in troubleshooting LAN, DNS, and DHCP-related connectivity issues
- Performed basic hardware replacement, system setup, and routine maintenance tasks

TECHNICAL SKILLS

Operating Systems	Windows 10/11, Linux (Ubuntu – basic)
IT Support Skills	Desktop & Laptop Troubleshooting, Printer Support, User Account Management, Ticket Handling
Networking (Basic)	TCP/IP, DNS, DHCP, LAN & Wi-Fi Connectivity Issues

EDUCATION

Bachelor of Computer Applications (BCA) – Pursuing
IGNOU, Delhi | Expected 2028

CERTIFICATIONS

- Google IT Support Professional Certificate – Coursera
- Google Cybersecurity Professional Certificate – Coursera