Pankaj Kumar

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Career Objective

Motivated IT professional with 3+ years of hands-on experience in system operations, database handling, and automation using Python and SQL. Adept at analysing issues, documenting processes, and collaborating across technical teams. Looking to contribute to backend development and data-driven system solutions while continuing to advance technical expertise.

Professional Experience

ABCD Private Limited | Desktop Administrator	Mar 2024 - Oct 2025
XYZF Pvt Ltd| Desktop Support Engineer	Jul 2022 - Mar 2024

- Administered 1000+ corporate user accounts via Active Directory, ensuring secure access to applications and databases.
- Managed permissions & access controls in Google Workspace and Microsoft O365 Admin Portals.
- Supported file & database servers, gaining hands-on exposure to server & database infrastructure, connectivity, and monitoring.
- Performed system patching, updates, and backups (including tape management) to maintain data integrity and availability.
- Executed Windows OS upgrade activities efficiently using tools, ensuring seamless transitions.
- Expertise in Windows Server troubleshooting, providing effective support for DC and other location devices.
- Proficient in documentation, including day-to-day events, process documentation, and RCA for major incidents.
- Troubleshot Server/Network/SQL-related access issues and user requests via ITSM & Faveo ticketing systems.
- Collaborated with senior team members to close tickets promptly, meeting defined SLA requirements.
- Provided regular updates on SLA tracking, offering measures to mitigate any non-compliance.
- Configured and deployed end-user systems (laptops, thin clients, AIOs), including mass rollouts during ramp-ups.
- Implemented endpoint security using McAfee, CrowdStrike falcon, Kaspersky and ensured compliance with security standards.
- Ensured compliance with company-defined processes and actively participated in audits.

- Delivered efficient remote support through Anydesk, TeamViewer, MS Teams, Manage Engine and Quick Assist.
- Collaborated with cross-functional teams for onboarding/offboarding, ensuring accurate record updates.

Education

- Bachelor of Science in Information & Technology | AKDIW College, location 2022
- HSC (Science) | LOPQTE College of Commerce & Science, location 2015
- SSC |LKAEW High school & Junior College, location 2013

Technical Skills

- **Operating Sys.:** Win 10/11, Linux(distro-Ubuntu), Win Servers.
- **User & Access Management:** Active Directory, MSO-365 & Google Admin Console.
- **Endpoint Security:** McAfee, CrowdStrike falcon, Kaspersky.
- **IT Support Tools:** ManageEngine, ITSM & Faveo service desk, TeamViewer, Anydesk, MS-Teams (Remote support & Ticketing).
- **Hardware Support:** Laptops, AIOs, Desktops, Thin clients.
- **System Administration:** Roles & Permissions, Backup & Recovery, Replication Basics, System Imaging, Patch Deployment, Device Provisioning.
- **Networking:** VPN setup, LAN/Wi-Fi troubleshooting, Printer configuration, IP setup
- **Documentation & Reporting:** Asset Inventory, Incident Logs, Excel-based Tracking reports.
- **Tools:** SSMS, pgAdmin, Visual Studio Code, GitHub
- **Languages:** Python, SQL, HTML & CSS
- **Frameworks:** Flask
- **Database:** SQL Server, PostgreSQL

Soft Skills

- **Analytical Thinking:** Ability to analyze queries, performance issues, and system logs.
- **Problem-Solving:** Quickly diagnosing and resolving technical/database/ Network based issues.
- **Attention to Detail:** Ensuring accuracy in queries, backups, and configurations.
- **Collaboration & Teamwork:** Working with developers, sysadmins, and product teams.

- **Communication Skills:** Explaining technical issues in clear, simple terms.

Projects

Employee Management System (EMS)(Flask + PostgreSQL)

- Developed a full-stack web app using Flask and PostgreSQL for managing employees and departments.
- Implemented CRUD operations, search, and role-based access control.
- Designed database schema and integrated backend using SQL Alchemy ORM.
- Developed login functionality with Flask and SQL integration.
- Built data export features for Excel/PDF reports.
- Practiced application deployment setup on local environment and Github repository management.

Tools/Technologies Used: Python, Flask, PostgreSQL, HTML/CSS, GitHub

ToDo App (Flask + PostgreSQL)

- Created a web-based task management app with Add, Update, Delete, and Complete features.
- Connected Flask backend with PostgreSQL using SQL Alchemy ORM.
- Designed responsive UI with HTML & CSS.
- Managed version control and collaboration through GitHub.

Tools/Technologies Used: Python, Flask, PostgreSQL, HTML/CSS, GitHub.

Certification

- The Complete SQL Bootcamp | Udemy   2025
- Python for DS & ML Bootcamp | Udemy (Learning Continue)   2025
- Python Basics & Intermediate | Sololearn   2023

Languages

- English
- Hindi
- Marathi
- Gujarati