
NIKHIL MISHRA

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Phone: 9170862364

Location: BENGALURU, India

Date of Birth: 05/01/2002

PROFESSIONAL SUMMARY

A dedicated and responsible Help Desk Engineer with hands-on experience in IT support and network management. Known for my ability to troubleshoot hardware and software issues, maintain IT infrastructure, and provide exceptional customer service. Possess strong communication skills and the ability to work effectively in a team-oriented environment. Looking to leverage my technical expertise and strong work ethic to contribute to the success of a dynamic organization.

PROFESSIONAL EXPERIENCE

Help Desk Engineer

Microsense Networks Private Limited

JUNE 2024 - Present

(Onsite at IBIS Bengaluru Hosur Road)

- Provide first-line support by attending guest calls and resolving issues in a timely manner, ensuring high customer satisfaction.
- Maintain and monitor network devices such as access points, switches, and servers to ensure a secure and reliable network environment.
- Troubleshoot and resolve computer, printer, and network issues for both staff and guests, minimizing downtime.
- Manage both guest and admin networks, ensuring uninterrupted service and seamless connectivity.
- Raise and track IT support tickets, collaborating with teams to resolve issues quickly and efficiently.
- Process monthly invoices and manage vendor payments, ensuring timely and accurate billing.
- Handle the management and renewal of Annual Maintenance Contracts (AMCs), ensuring service continuity.
- Maintain an inventory of IT equipment, ensuring adequate supplies and reducing unnecessary costs.
- Create and manage user accounts in systems like Opera, Symphony, and Windows, ensuring smooth onboarding and access management.

- Provide monthly audit reports to the IT Manager, ensuring compliance and efficient tracking of IT assets and activities.

Software Engineer

S-Cube Private Limited

Sep 2022 – May 2024

- *Linux & Multithreading*
- <https://portfoliomishra.netlify.app>
- <https://mishrarestaurant.netlify.app>
- <https://mishrawineshop.netlify.app>
- <https://textconvertorspeech.netlify.app>

EDUCATION

B. Tech (Bachelor of Technology)

Bansal Institute of Engineering and Technology

2018 - 2022

Lucknow, UP

TECHNICAL SKILLS

- **Hardware:** Computer hardware installation, troubleshooting, and repair.
- **Operating Systems:** Windows, Linux, mac OS.
- **Networking:** Basic networking protocols, troubleshooting network issues. ccna Certification
- **Software:** Installation and configuration of various software applications.
- **Other:** System configurations and management (Windows Accor Master Installations, Network Access, Opera Cloud, Simphony pos installation, my SQL, Captivent portal, Barracuda Backup, ARS, Switch & Router Configuration, access point, Basic server troubleshooting, java, servlet, oracle19c Database, Web Development)

PERSONAL SKILLS

- Leadership and Teamwork: Able to lead and collaborate effectively in team settings.
- Smart Working: Capable of handling tasks efficiently with high attention to detail.
- Communication: Strong verbal and written communication skills.
- Adaptability: Flexible and able to work across shifts, including weekends and holidays.

ADDITIONAL INFORMATION

- Multilingual: Fluent in **English** and **Hindi**.

- Experienced in working independently and managing IT operations across shifts.
 - Strong problem-solving skills with a focus on customer satisfaction and technical excellence.
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HOBBIES

- Watching Web series
 - Reading Programming
 - Reading Moral Stories
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DECLARATION

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

NIKHIL MISHRA