

AJAY KUMAR

Desktop Support Engineer L2

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☎ 6394746719

📍 Malviya Nagar, Delhi, India

EXPERIENCE

IT Executive

BR Biomedical

📅 05/2024 Present 📍 D 71, Malviya Nagar, Delhi 110017.

- Managed and demonstrated Virtual Reality VR applications to enhance training and operational procedures.
- Installed and managed Adams Software, ensuring seamless integration with existing systems.
- Led the implementation of new IT projects in hospitals, improving patient care through enhanced technology solutions.
- Provided dedicated support to hospital clients, resolving issues promptly to minimize downtime.
- Worked with cutting-edge AI technologies such as GPT 4, Getimg.ai, Phot.ai, and Canva to automate and streamline processes.
- Enhanced operational efficiency through effective management of IT resources and projects.

IT Executive

Cafe Delhi Heights

📅 04/2022 04/2024 📍 A 43, Block B, Naraina, Delhi 110028

- Installed and maintained Point of Sale POS systems and Material Management System MMS of Spartech Software, enhancing transaction processing speed and accuracy.
- Upgraded and maintained critical systems, servers, applications, and internet infrastructure to ensure optimal performance.
- Implemented comprehensive IT projects including hardware and software installations, leading to improved system uptime.
- Troubleshoot and resolved issues related to software, hardware, networking, printers, and antivirus, significantly reducing incident resolution time.
- Administered a Windows-based network, including Windows Server 2008 R2 and Windows 2012 R2.
- Managed GoDaddy domain and email/space purchasing, streamlining online operations and communication channels.
- Provided dedicated support to restaurant staff, minimizing downtime and improving customer service.

IT Assistant

Orion Conmerx

📅 05/2019 10/2021 📍 90, Udyog Vihar Phase 1, Gurugram, Haryana 122016.

- Installed and maintained EASY ERP systems, optimizing business processes and improving data accuracy.
- Configured and managed routers, Wi-Fi routers, and modems, ensuring reliable and secure network connectivity.
- Troubleshoot software, hardware, networking, and printer issues, achieving a high first-time resolution rate.
- Configured Outlook and email systems, enhancing communication efficiency for over 150 users.
- Implemented IT projects involving hardware and software installations.
- Managed a network of 150 systems, maintaining high availability and performance across the office.

EDUCATION

BCA

IGNOU

📅 01/2023 📍 New Delhi, India

LANGUAGES

Hindi

Native



English

Intermediate



KEY RESPONSIBILITIES

Dynamic and results-driven IT professional with over five years of experience in providing comprehensive support in desktop environments, managing IT infrastructure, and executing technical projects. Proven expertise in installing and maintaining Point of Sale (POS) systems, Material Management Systems (MMS), and ERP systems across server and client levels. Adept at troubleshooting software, hardware, and network issues, with a strong focus on delivering exceptional customer service and maintaining system performance.

KEY RESPONSIBILITIES

- Respond promptly to user inquiries via phone, email, or in-person.
- Troubleshoot and resolve hardware and software problems related to desktops, laptops, printers, and other peripherals including LAN and Wi-Fi.
- Provide technical guidance and assistance to end-users, both on-site and remotely.
- Install, configure, and upgrade hardware components, including CPUs, RAM, hard drives, and graphics cards.
- Manage inventory of IT assets, including tracking, ticketing and documentation.
- Install, configure, and troubleshoot operating systems (e.g., Windows, macOS, Linux).
- Install, update, and maintain software applications, including antivirus and productivity tools.
- Assist with software license management and compliance.
- Assist with VPN setup and troubleshooting for remote users.
- Implement and enforce security policies, including password management and data protection.
- Assist with compliance audits and adhere to data privacy regulations.
- Maintain accurate records of support requests, resolutions, and IT assets.
- Create and update technical documentation and user guides.
- Provide basic training to end-users on IT systems and applications.
- Promote IT security awareness and best practices among employees.

SKILLS :- TECHNICAL

OS Installation, Outlook Configuration, System Administration, Printers, Remote Support, Networking, DNS, DHCP, TCP/IP, VPNs, Firewalls, Technical Support, Problem Solving, VMware Communication, Teamwork, Time management, Adaptability,

SKILLS :- PROGRAMMING

HTML, CSS, Bootstrap/Tailwind/Sass, JavaScript, React.js, Redux Toolkit, Firebase