


# ANKIT KUMAR

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## SUMMARY

Energetic and detail-oriented IT Support Engineer with hands-on Practice in providing L1/L2 technical support, troubleshooting IT systems, and managing IT infrastructure. Skilled in Windows Server, Office 365, Active Directory, and networking protocols (DNS, DHCP, VPN, LAN/Wi-Fi). Adept at improving system uptime, resolving support tickets efficiently, and ensuring smooth IT operations. Seeking to leverage expertise to contribute to a growth-driven organization.

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## EXPERIENCE

IT Support Engineer | MeraPashu360 Pvt. Ltd

Jun 2025 - July 2025

- Resolved daily L1/L2 helpdesk tickets involving hardware (laptops, desktops, printers) and software (Windows, MS Office, Outlook, email) issues, improving ticket closure SLA by 20%
  - Managed Active Directory & Office 365 user accounts, including account creation, password resets, and permissions.
  - Performed software deployments, security updates, and patch management to maintain compliance.
  - Provided remote and on-site technical support to field teams, ensuring minimum downtime.
  - Conducted new hire onboarding with device setup, email configuration, and access provisioning.
  - Monitored and maintained IT assets, keeping accurate inventory records.
  - Assisted with network support (LAN/Wi-Fi troubleshooting, VPN setup, DNS/DHCP configuration).
  - Manage and maintain our IT assets—laptops, devices, and systems—and keep everything tracked and organized.
  - Troubleshoot system issues, research fixes, and document solutions.
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## EDUCATION

### Bachelor of Computer Application

Maharaja Agrasen Himalayan Garhwal University  
2024

### Intermediate

Up Board  
2021

### High School

Up Board  
2019

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## ADDITIONAL INFORMATION

- **Skills:** , Operating Systems: Windows (7/10/11, Server 2016/2019), Linux (Ubuntu, CentOS), macOS.
- **Languages:** English, Hindi
- **Awards/Activities:** Participated in Robotics Workshop at IIIT Allahabad, gaining hands-on exposure to automation and robotics fundamentals.