

Deepak Yadav

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Noida, Uttar Pradesh

SUMMARY

Detailed-oriented and customer-focused Technical Support Specialist with one year of experience in providing efficient IT support and troubleshooting for hardware, software, and network-related issues. Strong communication skills with a passion for solving problems and continuously improving technical knowledge.

EXPERIENCE

Associate Support Engineer

SoftSages Technology

Jan '24 — Dec'24

Noida, Uttar Pradesh

- IT Services as manages the server side configurations .
- Work as a System Engineer to configure Virtual Machines.
- I've led the rollout of new technologies and handled system migrations, mentored junior engineers, and offered technical advice.
- I work on Virtual Machines and VM wares and update procedures, and configurations, ensuring we meet industry standards.
- I work on **Database as SQL** to manages the relational data and handle **Sophos firewall** as well.
- Provide customer and technical support via voice and email for US/IT Company.

SKILLS

Technical Skills :

Communication – Clear, professional email

Voice modulation and clarity (for call support)

Email Configuration – Outlook, Gmail setup and troubleshooting

Ticketing Systems – Zendesk, Freshdesk, Jira, ServiceNow

MS Office / Google Workspace – Especially Excel and Docs

Basic Command Line Knowledge – CMD, Terminal (for advanced troubleshooting)

Typing Speed & Accuracy – At least 35–40 WPM

Problem-Solving Ability – Logical thinking to resolve issues

EDUCATION

Bachelor's, in Computer Science and Engineering - Lucknow, Uttar Pradesh

Lord Mother Senior Secondary Public School - CBSE (Class XII) , Science