

# Pavan Kumar

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## Objective:

To secure a challenging position as a Desktop Support Engineer where I can utilize my technical expertise in troubleshooting hardware, software and network issues, exceptional customer service skills, and passion for continuous learning to ensure optimal IT infrastructure performance and contribute to the success of the organization.

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## Skills:

Computer hardware, Firmware, Device Drivers, Operating System, Desktop Applications, Web Applications, ServiceNow Ticketing tool, Microsoft 365, Power BI, Shell Scripting.

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## Experience:

### Desktop Support Engineer

**Vertices Technologies and services January 2021-August 2023**

1. OS installation, configuration, and troubleshooting.
2. End user issue resolving.
3. Worked on Incidents, Interactions, Service Catalog Tasks, Change Management, Problem Management, KB Article Management on ServiceNow ticketing Tool.
4. On-boarding new joiners instructing Password setup, MFA configuration, Teams, Outlook, and OneDrive setup, giving brief introduction about IT Process.
5. Maintaining inventory in Excel as well as in ServiceNow.
6. Collaboration, Communication and maintaining documents using Microsoft 365.
7. Handled latest model of Dell, hp, and Lenovo laptops.
8. Off-boarding exit employees and OS restoring by wiping out user data.

### DSS Engineer

**ASM Enterprise Solutions October 2019-June 2020**

1. Thin Client configuration, troubleshoot and maintenance using Windows Server 2012 R2. Monitoring Servers 24/7, Automated manual daily tasks.

### DSS Engineer

**Progressive infotech Pvt Ltd January 2018-Sept 2019**

1. Taking care of IT infrastructure network devices like Cisco Switch, Router, Palo Alto Firewall, Load balancer, Cisco Wireless Access Point and Printers. Good knowledge and experience about networking DNS, DHCP, VPN, Anti-Virus, Wi-Fi, LAN, IP address, Protocols.
2. Previous to this company worked as Lecturer in Polytechnic College and Customer Service Associate-Data in Flipkart.

## Knowledge:

1. Intermediate level Linux Commands execution for files and folders navigation, application and package installation and updating, permissions, search a file or folder, (cd, sudo su, cp, mv, >, >>, grep, ls, sudo apt-get update, sudo apt install python 3, mkdir, cat, touch, nano text editor, chmod.
2. Interested in automating the things using shell scripting.
3. Familiar with SDLC models, Visual Studio Code, git, git hub, Ansible playbooks, roles, YAML, intermediate level of AWS and azure resources and services. On prem and cloud data centers.

## Education:

Bachelor of Engineering in ECE, VTU, 2013.