

RAJKUMAR

Location: GTB Nagar, New Delhi

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PROFESSIONAL SUMMARY

IT Support & Help Desk Engineer with 2.4 years of hands-on experience providing first-level technical support, troubleshooting hardware/software issues, and maintaining IT infrastructure. Skilled in desktop/laptop configuration, network support, user assistance, ticket handling, and documentation. Strong customer service orientation with the ability to resolve issues quickly and escalate when needed.

EXPERIENCE

IT Team Lead & IT Support — KinggateSecure Pvt. Ltd., Delhi

Oct 2024 – Aug 2025

Provided daily first-level support for hardware, software, and network issues for office and field teams.

Restored full surveillance server operations within 48 hours by coordinating with vendors and recovering backup data.

Executed temporary failover setup ensuring uninterrupted monitoring of 40+ cameras.

Managed IT assets, documented tickets, handled user requests, and ensured SLA compliance.

Supported hardware configuration, system installation, and IT inventory management.

IT Executive — Shott Amusement Ltd., Ahmedabad

Sep 2023 – Jul 2024

Managed IT hardware, IoT devices, and network support across multiple operational zones.

Performed routine troubleshooting for systems, antivirus, and connectivity issues.

Configured laptops/desktops, user accounts, and software installations.

Maintained documentation and optimized IT processes for efficiency.

Field Support & Backup Engineer (Training) — Cantik Technologies Pvt. Ltd., Gurgaon

Jan 2023 – Aug 2023

Delivered onsite IT support for clients including Deloitte, HMSI Manesar, and Apollo Tyres.

Performed hardware repair, system diagnostics, and installation support.

Logged issues accurately and maintained support documentation.

KEY SKILLS

Technical Skills

IT Support: Hardware/Software Troubleshooting, OS Installation, IT Asset Management, Remote Support

Networking: Basic Networking, Connectivity Troubleshooting, Router/Switch Basics

Systems: Windows/Linux Admin, Active Directory, MS 365 Admin

Tools: Jira, ServiceNow, Wireshark, AnyDesk, TeamViewer, KVMS, CP Plus

Cloud & Security: AWS Basics, Cybersecurity Fundamentals

Soft Skills

Customer Service

Problem Solving

Documentation

Coordination & Teamwork

EDUCATION

Bachelor of Computer Applications (BCA)
Glocal University, Saharanpur — 2025

12th (Science)
Govt. School, Bharatpur, Rajasthan — 2022

CERTIFICATIONS

Cyber Security Expert – Simplilearn (2023)

CompTIA Security+, CCSP, CISSP, CompTIA Network+ (Simplilearn – 2023)

ACHIEVEMENT

Restored a fully crashed surveillance server within 48 hours and implemented a temporary backup monitoring setup to ensure zero downtime.

LANGUAGES

English, Hindi