**Gaurav Singh**

Arjunganj, Lucknow  
[gaurav2528singh@gmail.com](mailto:gaurav2528singh@gmail.com)  
+91 790-844-8722

**Objective**

Enthusiastic and customer-focused **Service Desk Associate** with a strong understanding of IT fundamentals, troubleshooting, and customer support.

**Education**

|  |  |  |
| --- | --- | --- |
| **School of Management and Science** | *BCom (Hons)* 67% | 2019 - 2023 |
| **Army Public School, Lucknow** | Secondary (77.6%) | 2018 |
| **Army Public School, Lucknow** | High School (72.2%) | 2016 |
| Graduation Completed in 2023 due to an extended exam timeline | | |

**Experience**

**Government Job Exam Preparation (2018–2025)**

* Attempted **SSB (3), NDA (1), AFCAT (3), CDS (1)**
* Cleared multiple selection rounds, showcasing dedication, problem-solving, and resilience
* Developed analytical thinking, discipline, and time management skills

**Certifications and Courses**

* Python (currently learning through Udemy)
* Git & GitHub (Ongoing)

**Extracurricular Activities**

|  |
| --- |
| **Air Force Service Selection Board (AFSB)** Attended AFSB in Guwahati on two occasions (conference out), gaining insights into leadership and decision-making under pressure. |
| **Army Service Selection Board (SSB)** Attended SSB in Prayagraj, demonstrating my determination and readiness for the armed forces selection process. |

**Skills**

* **Programming Languages:** Python (beginner level, currently learning)
* **Technical Skills:** Troubleshooting, Network (TCP/IP, DNS)
* **Soft Skills:** decent communication, problem-solving, and time management.
* **Languages Known:** Hindi, English

**Hobby**

* Sports & Fitness
* Problem Solving

**References**

Vineet Singh (Software Engineer at Dell technologies)   
+91 735-574-5790