NITIN PORWAL

Technical Associate

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PROFILE SUMMARY

Results-driven **IT Support Engineer** with **9 years** of experience in **desktop support, end-user assistance, application troubleshooting, and IT infrastructure management**. Adept at resolving technical issues efficiently, ensuring seamless IT operations, and delivering **exceptional customer service**. Skilled in diverse IT environments, SLA adherence, and security compliance.

TECHNICAL SKILLS

- **Operating Systems:** Windows 7, 10, 11
- **Networking:** LAN, VLAN
- **Mail Clients:** MS Office 2016, Office 365
- **Support Tools:** ServiceNow, BMC Remedy, OTRS, Bomgar, Citrix Director, HPDM, Cisco Jabber, Intune, Azure, AWS, Absolute, Air Watch, OKTA, Workspace Intelligent Hub, MFA, MS Teams
- **Virtualization:** Installation & Configuration of VDI, Hyper-V

CERTIFICATIONS & TRAINING

- Microsoft Azure Administrator Associate (AZ-104)
- AWS Solution Architecture Training – Techvera Institute, Noida
- Google Associate Cloud Engineer – Skillsoft
- Microsoft Azure Fundamentals: Cloud Computing – Skillsoft
- Udemy Certificate – Office 365 Administrator
- Dell PowerEdge Corrective Maintenance Certification
- ITIL v3 Foundation Training – IT Service Management
- Diploma in Computer Hardware & Networking – Sookendra Institute
- 'O' Level Diploma – CSJM University, Kanpur

PROFESSIONAL EXPERIENCE

Technical Associate | Genpact India Pvt. Ltd *(Nov 2021 – Present)*

- Managing incident resolution using **E-ticketing tools (SNOW)**, ensuring **SLA compliance**.
- Managing **asset support**, including **laptop replacements, accessories replacements, assigning laptops to users, and logging calls for faulty systems under warranty (Dell, HP, Lenovo, Acer, etc.), ensuring follow-ups until issue closure**.
- Providing **user support for mobile device setup, configuration, and issue resolution**.
- Providing **data center support**, including **checking logs, performing daily walkthroughs to ensure all devices are functioning properly, reporting any alarms or issues to the next-level team for resolution, and assisting vendors with escorting during maintenance activities**.
- Handling **P1 and P2 calls** raised by the ECIM team.
- Providing **remote technical support** via multiple remote access tools.
- Setting up **video conferencing (Polycom & Cisco VC Devices)** for multi-location meetings.
- Preparing and configuring **laptops/desktops** for new employees.
- Troubleshooting **network, printer, email, and OS-related issues**.
- Supporting **Citrix environment, DNS, DHCP, MS Outlook, and application monitoring**.

Technical Support Engineer | Value Point Systems Pvt. Ltd *(Jan 2021 – Jun 2021)*

- Provided **technical support to global staff**, ensuring **user satisfaction**.
- Managed **Active Directory and Exchange** account maintenance.
- Maintained **workstations, printers, phone systems, and smartphones**.
- Followed and developed **Service Desk operating procedures**.
- Took ownership of escalations and ensured **prompt resolution**.
- Documented interactions and problem resolutions effectively.

Support Engineer | Infinite Computer Solutions India Ltd *(May 2018 – Sep 2020)*

- Resolved **tickets within SLA**, ensuring **smooth IT operations**.
- Configured and managed **desktops, laptops, and printers**.
- Installed and troubleshot **Windows OS and software applications**.
- Provided **remote support via SCCM, Citrix Director, and TeamViewer**.
- Managed **software installations** as per company policies.

Analyst - IT Infra & Operations | R1 RCM Global Pvt. Ltd *(Jun 2017 – May 2018)*

- Provided **desktop support**, including **Active Directory implementation**.
- Installed, upgraded, and troubleshot **Windows OS and applications**.
- Configured **MS Outlook, performed backups, and ensured data security**.
- Generated and shared **weekly/monthly IT performance reports**.

Desktop Support Engineer | Nityo InfoTech Services Pvt. Ltd *(Jul 2015 – May 2017)*

- Installed and maintained **Windows OS, applications, and peripheral devices**.
- Configured **MS Outlook**, performed backups, and resolved technical issues.
- Managed and updated **tickets in BMC Remedy**.

KEY RESPONSIBILITIES

- **Incident management** and **ticket resolution** within SLAs.
- **Remote troubleshooting** and **VC setup** for enterprise communication.
- **Device configuration** and **technical support** for Windows, macOS, and mobile devices.
- **Network & security compliance**, including data wiping and device encryption.
- **Coordination** with **server, Wintel, network, and security teams**.

EDUCATION

- **Master of Social Work (MSW)** – AAIDU, Naini Allahabad *(2013)*
- **B.A.** - C.S.J.M. University, Kanpur *(2004)*

ACHIEVEMENTS

- **Performer of the Month Award** *(March 2019)* at **Infinite Computer Solutions** for outstanding performance.
- Recognized for **reducing IT downtime and improving response times**.

DECLARATION

I hereby declare that the above information is true to the best of my knowledge.

Location: Noida   *Nitin Porwal*