



# SONU GAUTAM

## CONTACT

8948701513  
sonugautam101010@gmail.com  
D2/30 Ollive wood Villa  
Shushant Golf City Lko

## EDUCATION

SH S K TRIVEDI CAREER PLUS I  
COLLEGE, Raebareli — 10th  
Board  
July 2011 to June 2012 - 74%

SH S K TRIVEDI CAREER PLUS I  
COLLEGE, Raebareli — 12th  
Board  
July 2012 to June 2014 - 69%

BABASAHEB BHIMRAO  
AMBEDKAR UNIVERSITY ,  
Lucknow B.C.A. - SEPTEMBER  
2018-JUNE 2021 71%

BABASAHEB BHIMRAO  
AMBEDKAR UNIVERSITY ,  
Lucknow M.Sc.(Information  
technology) - October 2022-  
JUNE 2024 70%

## LANGUAGE

Hindi  
English

## CAREER OBJECTIVE

Motivated and dedicated IT support professional passionate about learning and resolving technical issues. I am seeking an opportunity at HCL Tech as a Service Desk Analyst to deliver excellent customer service and grow my technical skills in a challenging environment.

## WORK EXPERIENCE

Certified Internet Consultant  
Just dial, Lucknow - March 2023 -June 2024

Client Acquisition  
INDIAMART , Lucknow - July 2024 - February 2025

## SKILLS

Technical Skills -  
Operating Systems: Windows 10, Windows Server 2022  
Ticketing Tools: Basic understanding of ServiceNow  
Remote Support: TeamViewer, Any Desk  
Troubleshooting: Basic knowledge of hardware/software/network issues  
Networking: Basic understanding of IP, DNS, and DHCP  
Tools: MS Office Suite (Word, Excel, Outlook)  
Virtualization: Oracle VirtualBox  
User Account Management: Basic knowledge of Active Directory  
Communication: Excellent written and verbal skills