Hello

I'm Man Navlakha

IT SUPPORT HELPER | DESKTOP / LAPTOP SUPPORT | MAINTENANCE & UPGRADE SYSTEM

+91 9913151805　|　mannavlakha1021@gmail.com　|　Vasna, Ahmedabad – 380007

Professional Summary:

Skilled IT pro with a solid background in desktop and system support. Focuses on keeping things running. Good at fixing hardware and software problems, setting up operating systems, and looking after network systems. Has experience helping with tech issues for more than 50+ workstations. Make sure they work well and stay secure by taking care of them and upgrading when needed. Known to solve problems well, pay close attention.

Skills:

- ➔ Computer Operations
- ➔ MS Office
- ➔ Technical Support & Documentation
- ➔ Configuration
- ➔ Management Software
- ➔ Computer Repair
- ➔ Linux
- ➔ Desktop / Laptop Support
- ➔ Troubleshooting
- ➔ Hardware support
- ➔ Maintenance and Repair
- ➔ Operating System Configuration
- ➔ Printer Support
- ➔ WINDOWS SUPPORT
- ➔ Service Desk

Experience:

Feb 2024 - Oct 2024 · 9 mos

Information Technology Help Desk Technician - Parshwanath Solutions

- Managed laptop and desktop systems achieving 99.9% uptime, ensuring continuous operations.
- Resolved 60+ hardware and software issues on desktops and laptops, enhancing system reliability.
- Configured and optimized operating systems, including Linux & Windows 10/8/8.1/7, improving performance.
- Achieved 80+ first-time resolutions of technical support issues, demonstrating strong troubleshooting skills.
- Ran service desk operations, handling up to 25 daily requests with a 95% customer satisfaction rate.
- Provided expert support for Office 365 applications, optimizing user productivity.
- Developed clear technical documentation and guides, enhancing team efficiency.
- Installed and maintained IT hardware, ensuring seamless operations and user satisfaction.

Jun 2023 - Aug 2023 · 3 mos

Back-office executive & Graphic design - Naren Advertising and Vision World

- ➔ Naren Advertising:
- Utilized Adobe Illustrator and CorelDraw for creating visually appealing advertising posters.
- ➔ Vision World:
- Demonstrated proficiency in Microsoft Office, managing back-office tasks such as Excel sheet creation, word processing, and accounting, mailing , researching etc.

Education:

Sep 2023 - Jun 2026 (Expected)

B. C. A - Information Technology ~ Shreyarth University, Elishbrige

April 2022 - March 2023

H.S.E.B - Commerce ~ Shri Ganesh Vidhya Manadir, Vasna

Language:

Gujarati | English | Hindi