

MOHIT SHRIWASTAV

P 7298662301

E Mohitshrivastav871@gmail.com

A Bari Brahmana,
Jammu 181133

SUMMARY

Customer-focused IT professional with 3+ years of experience providing technical support. Proficient in diagnosing and resolving hardware, software, and network issues. Skilled in troubleshooting, help desk support, software installation, and user training. Proven ability to deliver timely solutions and excellent communication. Seeking to contribute expertise in a dynamic IT support and Admin role

EXPERIENCE

- 1.(Sep-2022 – Feb 2025) as IT Engineer.**
Dayal House MFG Division barnai, bantalab road, Jammu.
- 2.(Mar 2025- till now) as Technical Support Engineer.**
Paryosha Food Services Pvt Ltd Ahmedabad (WFH).

JOB ROLE

1. Conducted in-depth issue diagnosis,
2. Analyzing and troubleshooting technical problems to identify root causes and implement effective solutions
3. Managed user accounts and permissions in the system to ensure proper access control
4. Developed and delivered training sessions for new and existing users on system functionalities and best practices
5. Collaborated with development teams to report and resolve software bugs and improve product features
6. Managed E-Commerce Website, and Other Marketplace
7. Assisted users with IT-related issues and provided technical support
8. Installed and configured computer hardware, software, and networks
9. Maintained computer systems and networks Executed security measures
10. Monitored network performance and performed regular maintenance to ensure optimal operation
11. Provided remote and on-site support to clients, ensuring quick resolution of technical issues
12. Documented technical procedures and solutions to build a knowledge base for the team

EDUCATION

- B-Tech in COMPUTER SCIENCE & ENGINEERING (CSE) from (SORT) People University Bhopal.
- 3 years DIPLOMA in INFORMATION TECHNOLOGY(IT) from Govt Polytechnic College Jammu.(JKBOTE)
- 6 months COMPUTER AND RETAIL MANAGEMENT Diploma (Gurugram).
- Certificate in Mechatronics and IOT from CIIIT TATA in Jammu.
- 12TH JKBOSE
- 10th JKBOSE

KEY SKILLS

- TROUBLESHOOTING
- ACTIVE DIRECTORY MANAGEMENT
- BIT LOCKER NETWORKING
- FIREWALL MANAGEMENT
- TCP/IP PROTOCOLS
- SOFTWARE INSTALLATION AND CONFIGURATION
- OPERATING SYSTEMS
- CUSTOMER SERVICE
- COMMUNICATION SKILLS
- REMOTE TECHNICAL
- SUPPORT APPLICATION
- SUPPORT SERVER MANAGEMENT

AWARDS

- 1ST PRIZE HACKATHON COMPETITION BY BABA FRAID SHA COLLEGE PUNJAB.
- A CERTIFICATE NCC.

PERSONAL INFORMATION

Father's Name- Anurag Shrivastav

DOB- 15/07/1999

Git- <https://github.com/mshrivastav871>

Portfolio- <https://mshrivastav871.github.io/portfolio/>