

Shivansh Tyagi

Desktop Support Engineer



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250001

Personal Qualities:

- FLEXIBILITY
- ABILITY TO PRIORITIZE
- PATIENCE
- ABILITY TO STAY CALM UNDER PRESSURE
- STRONG ANALYTICAL AND PROBLEM SOLVING SKILLS

PROFESSIONAL SKILLS:

- DONE A CERTIFIED COURSE FROM IJAIPURIA IN PYTHON
- DONE A CERTIFIED COURSE FROM CODING NINJAS IN JAVA + DSA
- COURSE DONE EVISION TECHNOSERVE PRIVATE LIMITED IN SYSTEM ADMINISTRATOR

CAREER OBJECTIVE:

To obtain a challenging position as a Desktop Support Engineer in a dynamic organization where I can utilize my technical skills and knowledge to contribute to the growth and success of the company.

WORK / PROFESSIONAL EXPERIENCE

Desktop Support Engineer

Nucleus Software Exports Ltd. (Payroll Innovative Digitech Services)
(March 2022 to March 2023)

- Involves challenging career of New Deployments/ Maintenance of client's machines, Network issues.
- Responsible for installation and Configuration of operating systems like Windows XP and 7 and other software like MS Office 2010, Adobe.
- Providing solutions to the users regarding Windows 200, XP, 7, 8 and other software problems.
- Troubleshooting of PC's, Printers and Routers and Assembling of computers.
- Installing and configuring DHCP and DNS
- Working on Active directory

Data Analyst

Ernst & Young (Payroll Meraqui Ventures)
(April 2023 to July 2023)

- Involves taking references from NHAI officials regarding project engineers working on it
- CV check of our client's new hired person
- Gap check of our client's new hired person

TECHNICAL SKILLS

- Protocols: Experience with protocols such as DHCP, DNS, HTTP, SNMP, and SMTP.
- Troubleshooting: Strong problem-solving skills and ability to diagnose and resolve network issues.
- Operating Systems: Proficient in Windows, Linux and MacOS environments.

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LINGUISTIC PROFICIENCY:

- ENGLISH
- HINDI

EDUCATION

Bachelor of Technology

Meerut Institute of Engineering & Technology, Meerut, U.P.
Dr. A.P.J. Abdul Kalam Technical University, Lucknow, U.P.
(2017 – 2021)
Percentage – 68.6%

Higher Secondary School

City Vocational Public School, Meerut (CBSE)
(2017)
Percentage – 72.5%

Secondary School

St. Mary’s Academy, Meerut (ICSE)
(2015)
Percentage – 84%

HOBBIES & INERESTS

- Upskilling myself
- Cricket
- Listening Music