

Praveen Kumar

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Location: Delhi (India)

Professional Summary

Motivated and detail-oriented IT professional with 2.5 years of experience in system engineering and service desk support. Proficient in managing IT infrastructure, troubleshooting, and ensuring system uptime. Demonstrated ability to deliver reliable technical support and contribute to cloud and infrastructure projects.

Work Experience

- Wipro Ltd – System Engineer

Feb 2024 – Present

- Managing Windows servers, Active Directory, and user accounts
- Handling system upgrades, patch management, and desktop support
- Monitoring system performance and resolving issues to reduce downtime
- Providing L1/L2 support for hardware/software/network issues

- Whirlpool Corporation – Service Desk Associate

Feb 2023 – Jan 2024

- Provided first-level IT support for over 5000+ users
- Resolved hardware/software issues via ticketing system (ServiceNow)
- Installed and configured desktop/laptop systems
- Assisted with password resets, network access, and printer support

Technical Skills

- Operating Systems: Windows 10/11, Windows Server 2016/2019
- Tools: ServiceNow, Active Directory, Remote Desktop

- Networking: Basic TCP/IP, DNS, DHCP, VPN
- Cloud (Beginner): AWS EC2, S3, IAM (learning phase)
- Other: MS Office Suite, Outlook, Ticketing Tools

Education

Bapu Inter College Peppeganj Gorakhpur (SSC :- 2015-2016)

Maharana Pratap Polytechnic Gorakhnath Gorakhpur (Diploma in Computer science :- 2017-2020)

Certifications

- AWS Certified Cloud Practitioner
- ITIL Foundation

Personal Details

Father's Name: Mithilesh Kumar

Languages: English, Hindi

Address: Vill- Tighara Post- Tighara Peppeganj Dist- Gorakhpur