

Kamal Kaushik

Gurugram,HR

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EDUCATION

Dr. A.P.J. Abdul Kalam Technical University
B.Tech - Computer Science and Engineering CGPA: 7.63
Amarnath Vidya Ashram
Senior Secondary School (CBSE Board) Percentage:72%
Amarnath Vidya Ashram
HighSchool(CBSEBoard) Percentage:68%

08/2020 - 07/2024

Mathura, India

04/2018 - 05/2019

Mathura, India

04/2016 - 05/2017

Mathura, India

EXPERIENCE

Thought-Sol infotech Pvt Ltd
Desktop Support Engineer

04/2025 - Present

Gurugram, India

- Delivered Level 1 and Level 2 technical support by diagnosing and resolving hardware, software, and network issues—achieving a 95% first-call resolution rate.
- Installed, configured, and administered over 200+ desktops, laptops, printers, and IT peripherals across departments—reducing downtime by 35% and maximizing device lifecycle efficiency.
- Orchestrated comprehensive user support for 150+ employees through Active Directory, overseeing account provisioning, password resets, group policy deployment, and permission control—boosting security and achieving a 95% resolution rate on first contact.
- Spearheaded Microsoft Azure AD operations for 100+ cloud users—streamlining onboarding, domain integration, group management, password policy enforcement, and license allocation—accelerating provisioning speed by 40%.
- Trained new team members on company support procedures and software tools, improving onboarding efficiency.

Indifi Technology Pvt Ltd

08/2024 - 01/2025

L1 Support

Gurugram, India

- Resolved IT support requests from 100+ remote and onsite users by troubleshooting issues related to email, apps, printers, and operating systems—ensuring 90% resolution within SLA and enhancing team productivity.
- Prioritized and tracked 25–30 daily tickets using ServiceNow—maintaining detailed documentation and exceeding SLA expectations with a 98% first-response adherence rate.
- Diagnosed and optimized user access for VPN, shared drives, and Exchange accounts—ensuring 99% uptime and seamless connectivity in a secure hybrid work model.
- Conducted 200+ preventive maintenance audits, applied system patches, and ran critical network diagnostics—cutting repeat incidents by 40% and reinforcing infrastructure stability.
- Participated in weekly IT review meetings, offering insights into recurring technical issues and proposing actionable solutions.

TECHNICAL SKILLS

- Platforms: Windows, Windows Server
- IT Support: Desktop setup, system/application troubleshooting, VPN/IP configuration, Cloud telephony, VoIP concept
- Network Admin: Active Directory, DHCP, LAN/WAN
- Cloud Tools: Azure AD, ServiceNow, VS Code
- Programming: Python (Basics)

CERTIFICATIONS

- Web Development – IBM
- Network Implementation (Industrial Visit) – Network Bulls

SOFT SKILLS

Key Strengths: Clear and concise technical communication, Efficient task execution under deadlines, Systematic troubleshooting and diagnostics, Cross-team coordination, Detailed IT documentation, User-focused support approach, Ability to quickly master new tools and workflows