SMITARRAJ MOHANTY

DESKTOP SUPPORT ENGINEER L1 AND L2

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EMAIL | smitarrajmohanty@gmail.com

LOCATION | Bhubaneswar, India

EXPERIENCE | 1 Year 8 Months

Key Skills

- End-User Support
- Debugging Skills
- IT Security Management
- Application Installations
- Windows Operating System
- Technical Support L1
- System Administration
- Troubleshooting And Diagnostics
- Hardware Installation
- Incident Management
- Advanced Troubleshooting
- Asset Management
- Data Security
- Patch Management
- Issue Resolution
- Test Cases
- Test Case Development
- Test Case Design
- Test Case Preparation
- Test Case Review
- Test Case Execution
- Testing Methodologies

Profile Summary

Highly skilled and dedicated Windows engineer with extensive experience in designing, implementing, and supporting complex IT infrastructures. Seeking a challenging position where I can utilize my strong analytical and problem-solving skills to contribute to the success of an organization. Committed to staying up-to-date with the latest technologies and continuously improving my technical expertise

Work Experience

Desktop Support Engineer L1 and L2
iSource Infosystems Pvt Ltd
09/2022 - Present

- Installed, configured and maintained computer hardware, software and peripherals.
- Provided technical assistance to users in person, via phone or email.
- Diagnosed and resolved hardware and software issues efficiently.
- Troubleshot network connectivity issues for both wired and wireless connections.
- Configured user accounts, permissions and passwords according to company policies.
- Assisted in the setup of new workstations with appropriate operating systems, software applications and peripheral devices.
- Resolved printer problems remotely or onsite as needed by users.
- Managed backup operations using Symantec Backup Exec or other similar tools.
- Monitored system performance and conducted preventive maintenance tasks regularly.

- Mobile Application Testing
- Web Testing
- Manual Testing
- Citrix
- VDI
- VMware
- Zscaler
- Symantec Endpoint Protection

Languages

- Odia
- Hindi
- English

Hobbies

- Aquascaping
- Occult Sciences

- Created detailed documentation for IT processes, procedures and troubleshooting steps.
- Implemented security measures such as antivirus protection to protect against malicious attacks.
- Ensured compliance with corporate policies related to data security standards.
- Collaborated with other teams within the organization to resolve complex incidents quickly.
- Updated software versions with patches and new installations to close security loopholes and protect users.
- Responded to assistance requests from users and directed individuals through basic troubleshooting tasks.
- Set up equipment for employee use, performing or properly installing cables, operating systems or software.
- Answered user inquiries to resolve computer software or hardware operation problems.

Internship

Crowd Beta Testers, 6 Months

- Worked for Mobile application testing.
- Involved in testing 3 Mobile Applications in the period of my Internship.

Education

B.Tech/B.E. - Electrical
2019

Institute of Technical Education and Research, Bhuvaneshwar

Grade - 7.5/10

12th
2015

Odisha , English
Grade - 55-59.9%

10th
2013

Odisha , Oriya
Grade - 60-64.9%