

VIJAY SINGH

Senior Engineer - Customer Support



Faridabad, HARYANA 121002



[Vijay Singh | IT Support Engineer](#)



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To secure a position where I can apply my skills and contribute to the company's goals while continuing to grow professionally.



Skills

- Office 365 (O365)
- Active Directory
- Cloud Support
- System Administration
- Microsoft Intune
- Azure Functions
- GPO (Group Policy) Implementation
- EDR (Endpoint Detection and Response)
- MFA (Multi-Factor Authentication)
- Azure Services
- SharePoint Management
- Citrix & Remote Desktop Support
- MDM (Mobile Device Management) Policies
- Ticketing Tools: Manage-Engine Service Desk Plus, Maximo, ServiceNow
- Troubleshooting OS, Windows Updates & Performance Issues
- LAN & Remote Access Support
- Team collaboration
- Team building
- Manufacturing processes
- Multitasking
- Problem-solving
- Problem-solving abilities
- Teamwork and collaboration



Work history

2024-06 -

Current

Senior Engineer

Progression Infonet Pvt. Ltd., Gurugram

- Managed Office 365, Active Directory, GPO Implementation, and user permissions.
- Managed EDR, MFAs, Azure Services, SharePoint.
- Handled Level 2 support via Manage-Engine Service Desk Plus.
- Managed Approx. 2000 user through Manage-Engine Endpoint Central.
- Reduced system downtime significantly, implementing robust monitoring protocols and quick-response strategies.
- Mentored junior engineers, sharing expertise and guiding their professional development.

**2023-02 -
2024-05**

IT Support Engineer-L2

Future Focus Infotech Pvt. Ltd., Gurugram

- Company Overview: (Client: IBM India Pvt. Ltd.)
- Provided support for Citrix and Remote Desktop.
- Handled email configuration and permissions.
- Worked on create and configure MDM policies.
- Handled Level 1 and Level 2 support via Maximo and ServiceNow.
- (Client: IBM India Pvt. Ltd.)
- Optimized PC performance through regular updates, patches, and system upgrades.
- Installed new or upgraded hardware and software and coordinated installation and follow-up with user to achieve customer satisfaction.

**2022-05 -
2022-12**

IT Support Engineer

Isource Technologies Pvt. Ltd., Manesar

- Company Overview: (Client: Uno Minda Ltd.)
- Managed remote access via TeamViewer, MS Teams, and Ammy Admin.
- Handled MS Outlook backup and restoration.
- Installed, configured, tested and maintained operating systems, application software, and system management tools.
- Managed inventory of computer equipment, standardizing hardware configurations for ease of maintenance and scalability.
- Assisted in the development of IT policies, procedures, and best practices to maintain a secure computing environment.
- Provided remote support to offsite users, ensuring minimal disruption during business travel or remote work scenarios.

**2019-08 -
2022-04**

Desktop Support

S.S. Enterprises, Faridabad

- Handled email backup and restoration in MS Outlook.
- Troubleshoot OS, Windows updates, and performance issues.
- Installed and maintained applications.
- Self-motivated, with a strong sense of personal responsibility.
- Excellent communication skills, both verbal and written.
- Learned and adapted quickly to new technology and software applications.
- Proven ability to learn quickly and adapt to new situations.

**2014-09 -
2019-08**

Desktop Support Engineer

Quality Footwear Industries, Faridabad

- Configured and troubleshoot desktops, laptops, and components.
- Supported software installation and maintenance.
- Supported LAN, remote access, and email server issues.
- Optimized PC performance through regular updates, patches, and system upgrades.
- Configured hardware, devices, and software to set up work stations for

employees.

- Improved help desk ticket resolution times through diligent prioritization of requests based on urgency level.
- Supported remote employees by setting up secure VPN access points that enabled them to work efficiently from offsite locations.



Education

2011-04 -
2014-03

Bachelor of Computer Applications: Computer And Information Systems

Shobhit University - Meerut
Distance Education



Professional Overview

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Professional Development

- Azure AZ-104 Training, SSDN, Gurugram
- Windows Server Training, SSDN, Gurugram



Certifications

2025-04

Microsoft Certified: Azure Administrator Associate