

# Vivek Mishra

## IT EXECUTIVE

### PROFESSIONAL SUMMARY

Motivated and technically skilled IT Support Engineer with hands-on experience in desktop and network support. Eager to contribute technical expertise and grow in the field of IT infrastructure and cybersecurity, ensuring reliable and secure systems for organizations.

**Phone:**  
+91 9653480207

**Email:**  
vivekmishra4554@gmail.com

**Address:** Vitthalwadi,  
Kalyan (E), Maharashtra

**[Linkedin - Vivek Mishra](#)**

### EDUCATION

- Bachelors of computer applications in cloud computing and cybersecurity**  
(pursuing) 2024-2027 - [Jetking learning centre, Thane](#)
- HSC 2022-2024** - [Model college, Kalyan](#)

### PROFESSIONAL EXPERIENCE

- Silgate Solutions Pvt. Ltd. (Client: IdeaForge Technologies)**

Desktop Support Engineer (L1) | 07/07/2025-08/12/2025

- Troubleshoot Windows and software errors, performed system maintenance, and provided end-user support.
- Offered remote assistance via AnyDesk, VNC, RustDesk, and UltraViewer.
- Managed BitLocker encryption and system protection through JumpCloud.
- Handled IT asset management and basic administration on UniFi Portal.
- Documented incidents, resolutions, and maintained technical reports.

### TECHNICAL SKILLS

- Windows OS Troubleshooting & Software Installation
- Network Connectivity & LAN Support
- Remote Tools: AnyDesk, VNC, RustDesk, UltraViewer
- IT Asset Management
- BitLocker & JumpCloud Administration
- UniFi Portal (User & Access Management)
- Hardware & Software Maintenance
- Cybersecurity Fundamentals (Ongoing Learning)

### CERTIFICATIONS

- MS-CIT (84%)
- ADCA – Computer Accounting
- Tech-Xplosion 2025 (Jetking)
- English Typing – 30 WPM
- Cybersecurity (Hacker X – Ongoing)