

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.

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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)