

SAHIL KUMAR

Contact

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Work Experience

SHEETAL PROLOGISTIX LLP

IT Engineer

Oct 2021 – DEC 2025

- Provided desktop and end-user technical support.
- Installed, configured, and troubleshoot Windows operating systems.
- Installed and configured printers, scanners, and other peripherals.
- Diagnosed and resolved hardware and software issues.
- Configured Outlook and resolved email-related issues.
- Provided LAN/Wi-Fi and basic network troubleshooting.
- Performed software installation, updates, and system maintenance.
- Managed user accounts and provided remote support using AnyDesk/TeamViewer.
- Maintained IT assets and documented support activities.
- Coordinated with vendors for IT equipment and issue resolution.

ULTRATECH INDIA LIMITED

Desktop Support Engineer

Dec 2025 – Feb 2026

- Provided end-user support for desktops, laptops, and IT peripherals.
- Installed, configured, and troubleshoot Windows 10/11 operating systems.
- Diagnosed and resolved hardware, software, and network-related issues.
- Installed and configured printers, scanners, and other peripheral devices.
- Configured Microsoft Outlook and resolved email-related issues.
- Performed software installation, system updates, and antivirus maintenance.
- Provided remote support using AnyDesk and TeamViewer.
- Managed user accounts, password resets, and basic Active Directory tasks.
- Managed data backup and archival for Chromeleon CDS, HPLC, GC, Shimadzu, JASCO, and Veego laboratory instruments.
- Performed regular backup verification and ensured secure storage of laboratory data.
- Maintained IT asset inventory and documented support tickets.
- Ensured timely issue resolution while following IT support processes and security standards.

Educational Background

Bachelor of Computer Applications (BCA)

Amity Online University, Noida

- 2024 – 2027 (Pursuing)

Bachelor of Commerce (B.Com)

International School for Management Excellence, Pune

- 2020 – 2023

Skills

Technical Skills

- Windows OS Installation
- Software Installation & Configuration
- Printer & Peripheral Support
- LAN / Internet / Network Basics
- Remote Desktop Support
- System Maintenance & Updates
- Troubleshooting

Tools

- SAP S/4HANA
- Zoho Desk (Ticketing & Issue Tracking)
- Remote Desktop Tools (AnyDesk / TeamViewer)
- MS Excel (VLOOKUP)
- MS Word & Outlook
- Accounting Software
- Windows Utilities & System Tools

Languages

- English (basic)
- Hindi (Fluent)
- Marathi (Fluent)

Certification

- Advanced MS Excel Certification

Additional Information

- Experience working in end-user IT support environments
- Familiar with ticketing systems and support workflows
- Able to work independently and in team-based setups
- Willing to learn and adapt to new technologies