KESHAB NESA

DESKTOP SUPPORT ENGINEER

CONTACT

📱 6370244620

✉ keshabrock8@gmail.com

📍 Berhampur (ODISHA)

SKILLS

- Outlook configuration
- OS Installation
- Printers
- Windows Installation
- Active directory
- MS Office outlook
- Computer Hardware
- Desktop support IT
- Support
- Hardware Troubleshooting
- Network connection

EDUCATION

Intermediate   2019-2021

Govt Science collage (Odisha)

Graduation 🎓   2021-2024

Bachlore Of Arts in Economics

LANGUAGES

- HINDI
- ENGLISH
- ODIA
- TELUGU

PROFILE SUMMERY

Service-oriented Desktop Support Technician with 2 years of experience. Combine deep technology knowledge with strong communication skills to provide high-quality support and solutions. Expertly balance multiple priorities, and quickly isolate and solve users technical problems in a fast-paced environment .

WORK EXPERIENCE

Desktop support Engineer

RIHST Computer Solution   **2023-Present**

- OS installation from USB devices or network boot,
- Password reset, expiry, new users, deletion of users in active directory,
- Printer installation, configuration and support-both USB & Network,
- Hardware trouble shooting of desktop & laptops, Knowledge of
- components like hard disk, rams, processors, motherboard in computer,
- Ticketing tool for call logging & call analysis,
- Follow-up with end user to provide status updates, Coordination with hardware vendors (Dell, Lenovo, HP etc.)
- Antivirus support,
- Remote session for out of office users,
- Familiar with Windows OS & MS Office, Email setup in MS Outlook (IMAP & POP account knowledge),
- Basic network troubleshooting like LAN & WI-FI,
- User data backup &restore,

IT HARDWARE SUPPORT

HDFC Bank.(Berhampur)   **2022-2023**

- Computer parts Assembling outlook configuration OS installation..
- Printer troubleshooting, Windows Installation ,Active directory ,MS Office
- Computer Hardware Desktop support ,IT Support Hardware Troubleshooting Network connection..
- Ticketing tools, Problem solving, leadership qualities
- LAN -WAN Troubleshooting Network issues,Updates Antivirus installations, backup & restore
- Components replacement like Harddisk, Ram, disk, motherboard, Graphic card etc....