

Aakash Nigam

IT Support Technician

☎ +91-9977168937

✉ aakashnigam62@gmail.com

📍 1204 - B Kundan Nagar , Indore

PROFESSIONAL SUMMARY

Dedicated and skilled IT Support Specialist with hands-on experience in providing technical support, troubleshooting, and system upgrades. Proven expertise in Ubuntu and Windows environments, along with hardware and networking proficiency. Committed to delivering effective and timely IT solutions to enhance system efficiency and user satisfaction.

PROFESSIONAL EXPERIENCE

Kritika Infotech

Aug 2020 - Oct 2022

IT Support Technician

- Troubleshoot and resolved various hardware and software issues across multiple devices.
- Installed and configured numerous software applications based on client requirements.
- Provided timely and effective IT solutions, enhancing system performance and user satisfaction.

Jila Siksha Kendra

IT Support Technician (Freelance)

- Troubleshoot and repaired 15 PCs, addressing both hardware and software issues.
- Replaced faulty parts and installed Windows OS, along with essential applications as per user demand.
- Delivered efficient and effective IT solutions, minimizing downtime and improving productivity.

Wisdom Computers

IT Support Technician (Freelance)

- Repaired and upgraded 10 PCs, installing Ubuntu OS and relevant software applications.
- Enhanced system performance by upgrading hardware components as necessary.
- Configured network drives to enable remote access, improving data accessibility and collaboration for administrative tasks.

Key Skills

- Proficient in Ubuntu and Windows operating systems.
- Strong expertise in hardware troubleshooting and repair.
- Skilled in software installation and system configuration.
- Experienced in network setup and remote drive configuration.
- Excellent problem-solving and communication skills.

EDUCATION

Bachelor of Commerce

Devi Ahilya Vishwavidyalaya, Indore
Sep 2020 - May 2023

Higher Secondary

Ishwar Prem Vidya Mandir , Indore
June 2019 - May 2020

High School

Ishwar Prem Vidya Mandir , Indore
June 2017 - May 2018

CERTIFICATION

- CompTIA A+ (220-1101) , LinkedIn Learning
- Technical Support Fundamentals Google

HOBBIES

- Reading Books
- Traveling & Trekking