

# Aakash Nigam

IT Support Technician

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 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