SURENDER JANGRA

IT SUPPORT / DESKTOP SUPPORT ENGINEER (L1–L2)

hello@sjangra.in | 9817858685 | Bhiwani, Haryana | www.sjangra.in | Immediate Joiner

SUMMARY

IT Support & System Support professional with hands-on experience in diagnosing and resolving hardware, software, and network issues. Skilled in Windows OS, desktop support, LAN, and L1–L2 troubleshooting. Known for quick issue resolution, clear communication, and structured problem-solving.

SKILLS

Operating Systems	Windows 7/10/11, Windows Server, Linux
IT Support (L1–L2)	System installation, configuration, troubleshooting, and user support
Hardware Support	BIOS configuration, RAM, HDD/SSD, boot, and performance issues
Networking Basics	LAN, WinFi, IP addressing, DNS, DHCP, router, and switch basics
Printer Support	USB, LAN, and Wi-Fi printers, driver, and spooler troubleshooting
Support Tools	CMD, Remote Desktop (RDP), ticketing systems, Basic Linux Terminal

PROFESSIONAL EXPERIENCE

IT Support Engineer, Flywing Balaji Logistics Pvt. Ltd.   **Apr 2025 - Present**

- Provided Windows OS installation, configuration, and L1–L2 troubleshooting for end users.
- Diagnosed and resolved hardware issues including RAM, SSD/HDD, boot failures, and performance degradation.
- Handled LAN and WinFi connectivity issues such as IP conflicts, DNS errors, and internet access problems.
- Installed, configured, and troubleshot USB, LAN, and WinFi printers.
- Performed BIOS-level troubleshooting and ensured system stability.
- Delivered on-site user support, maintained documentation, and ensured timely ticket closure.

PROJECTS & TASKS

- System Performance Optimization – Reduced system slowdowns through startup and configuration tuning
- Network Connectivity Troubleshooting – Restored LAN and internet access across multiple systems
- Printer Setup & Issue Resolution – Installed and configured printers, resolved driver and sharing issues
- Windows Installation & Boot Issue Fix – Performed clean installations and recovered failed systems

EDUCATION

Bachelor in Computer Application (BCA)   **2021 - Apr 2025**
Vaish College Bhiwani

CERIFICATES

- **Google IT Support Professional Certificate**
- **Technical Support Fundamentals**