

ACHAL

IT Support Engineer

Dedicated and detail-oriented IT Support Engineer with 1 year of hands-on experience providing end-user technical support across hardware, software, and networking environments.

Email: kumar.achalashirwad@gmail.com | Contact: +91 8126518188

TECHNICAL SKILLS

HARDWARE & DEVICES

Desktops & Laptops	Laser Printers	Barcode Printers	Scanners
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SOFTWARE & PRODUCTIVITY

Google Workspace	Microsoft Office 365	Microsoft Excel	Data Entry & Reporting
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NETWORKING & SUPPORT

Network Troubleshooting	LAN Implementation	Incident Response & Troubleshooting	Problem Analysis
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OTHER

Asset Management	Ticketing Tool	EPP & EDR	Creating Useful Apps/Dashboards with AI
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WORK EXPERIENCE

Apprentice Trainee - IT

Mangosorange Services Pvt. Ltd. (Client- Genus Power Infrastructures Ltd.)

2 June 2025 – 1 June 2026 | SIDCUL, HARIDWAR, UK

- Provided technical support for desktops, laptops, and peripheral hardware devices including barcode printers, laser printers, and scanners.
- Diagnosed and resolved hardware and software issues within average resolution time
- Provided support for Google Workspace and Microsoft Office 365 accounts and applications to end users.
- Managed and updated data records and reports using Microsoft Excel.
- Performed network troubleshooting including connectivity issues, IP configuration, and basic LAN diagnostics.
- Coordinated with vendors for hardware repair, warranty claims, and replacement of defective components.
- Documented support tickets and resolutions to build a knowledge base for recurring technical issues.

EDUCATION

BCA Roorkee College Of Engineering 2022-2025	84.6%
12th Standard (CBSE) Maa Saraswati Public Sr. Sec. School 2022	89.8%
10th Standard (CBSE) Maa Saraswati Public Sr. Sec. School 2020	93.8%

SOFT SKILLS

Communication Skills
Problem-Solving Skills
Teamwork and Collaboration
Observation & Listening Skills

PERSONAL DETAILS

Name	:	Achal
Father's Name	:	Bhajan Lal
Date of Birth	:	21/12/2003
Gender	:	Male
Marital Status	:	Single
Nationality	:	Indian
Address	:	Peeth Bazar, Bahadrabad, Haridwar Uttarakhand - 249402
Languages Known	:	Hindi (Fluent), English (Fluent)

DECLARATION

I hereby declare that the above information is true to the best of my knowledge.