

# Rohit Shukla

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## Career Objective

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To work in an IT support role, utilizing technical skills and problem-solving abilities to deliver efficient solutions while achieving continuous professional growth.

## Professional Experience

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### Glint India Technologies Pvt. Ltd. (Payroll)

*July 2025 – Present*

*Deputed at AML RightSource – IT Help Desk Support Specialist*

- Provided IT support to 200+ end users, significantly minimizing system downtime.
- Delivered L1/L2 technical support for hardware, software, and basic network issues.
- Managed the Jira ticketing system for issue logging, escalation, tracking, and resolution.
- Administered user accounts using Active Directory, including email access and password resets.
- Supported remote employees via VPN, Microsoft Teams, and Outlook.
- Coordinated escalations, patch management, and security compliance activities.
- Documented IT processes and developed knowledge base articles.

### UK IT Solutions

*Sep 2023 – July 2025*

*Technical Support Specialist*

- Provided technical support for IT systems and end-user issues.
- Troubleshoot hardware, software, and network-related problems.
- Assisted with user account management and password reset requests.
- Coordinated with senior IT teams for timely escalation and resolution.
- Documented solutions and maintained a knowledge base for recurring issues.

## Technical Skills

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Jira Ticketing System | IT Help Desk Support | Basic Troubleshooting | Windows & MS Office | Active Directory | VPN & Remote Support | Microsoft 365

## Education

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- **M.Com** – PRS University, Prayagraj *Pursuing (2025 – Present)*
- **B.Com** – PRS University, Prayagraj *2024*
- **12th (CBSE)** – DPM School, Bhadohi *2021*
- **10th (CBSE)** – MTSP School, Mirzapur *2019*

## Languages

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Hindi, English

## Hobbies

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Reading, Internet Browsing, Listening to Music, Learning New Skills