



SHASHIKANT CHOUGALA

IT Support Engineer

PROFILE SUMMARY

IT professional with 7 years of experience in IT operations, specializing in troubleshooting, system management, and client support. Adaptable, self-motivated, and focused on delivering effective technical solutions.

EDUCATION

2015 B.Tech/B.E.
Visveswaraiah Technological University (VTU)

WORK EXPERIENCE

May 2024 - Present IT Support Engineer
EMMVEE Photovoltaic Power Private Limited
Installed and configured Windows operating systems.
Managed IT assets and vendor relationships.
Handled license renewals, software updates, and procurement of hardware and software.
Worked with AD, DHCP, DNS, and storage servers, including user group policy management.
Installed and troubleshoot hardware and software applications.
Have basic knowledge of firewalls, switches, VLANs, Wi-Fi routers, and access points.
Managed client security technologies, including antivirus and VPN.

May 2022 - Jul 2023 IT Support Engineer
Progressive Infovision (PIPL) , Client Location: ABB LTD
Support meetings and manage conference room equipment (webcams, projectors, Polycom).
Utilize the ServiceNow ticketing tool to ensure timely issue resolution.
Provide onsite and remote tech support for hardware, software, and network issues.
Troubleshoot and configure printers, scanners, LAN, and WiFi issues.
Provide support for Microsoft O365 applications.

Apr 2021 - May 2022 Remote Support Engineer
Karvy Innotech, CMS Computers

PERSONAL INFORMATION

 Email
shashichougala1356@gmail.com

 Mobile
(+91) 9844801356

 Total work experience
7 Years 0 Month

 Social
Link
linkedin.com/in/shashichougala1356

KEY SKILLS

Operating Systems

Hardware Troubleshooting

Software Installation & Configuration

Network Troubleshooting

Remote Support Tools

Active Directory & User Management

Security & Backup Solutions

Printers and Peripheral Devices

Ticketing Systems

OTHER PERSONAL DETAILS

City Shiragur, Raybag, Dist.
Belgavi 591311

Country INDIA

HOBBIES

Reading, Sports, Music

LANGUAGES

- english
- kannada
- hindi

Provide remote support for end users and troubleshoot issues related to hardware, software, or network configurations. Monitor the performance and health of servers, networks, databases, and other critical IT systems. Regularly perform system updates, patches, and upgrades to keep the infrastructure secure and up-to-date.

Jan 2019 - Apr 2021

Field Support Engineer

RMS Technology

Perform on-site diagnostics, repair, and replacement of desktop computers, monitors, printers, and other peripheral devices

Jul 2016 - Sep 2018

BMS Engineer

Reliance Communications

Monitored and managed Access Control, CCTV, Fire Alarm and Suppression, and BMS Systems for Honeywell and Johnson Controls India Ltd.

COURSES & CERTIFICATIONS

- Hardware and Networking
- AWS Cloud Computing