



# 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

Jan 2019 - Apr 2021

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.

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