

# C KAUSHIK

## It Support Engineer

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## SUMMARY

Detail-oriented IT support engineer with a proven track record in ensuring accuracy, maintaining compliance, and resolving user issues efficiently. Experienced in risk assessment, documentation, and client-facing communication, delivering 95% first-call resolution and maintaining 99% data accuracy. Excels at process adherence and upholding security standards—ready to leverage technical expertise and attention to detail in a KYC officer role.

## EDUCATION

### Bachelor of COMPUTER APPLICATIONS

INDIAN INSTITUTE OF TECHNOLOGY AND MANAGEMENT

06/2017 - 06/2020

### PUC

AL AMEEN PRE UNIVERSITY COLLEGE

06/2015 - 06/2017

### Secondary School

SNEHA SAGARA ENGLISH MEDIUM RESIDENTIAL SCHOOL

04/2015

## EXPERIENCE



### IT SUPPORT NETWORK ENGINEER

BLUSAFE PRIVATE LIMITED

09/2023 - Present Bangalore, India

Company Description

- Highlight your accomplishments, using numbers if possible.
- Resolved [300]+ technical support tickets monthly, reducing downtime by [80]%.
- Configured and maintained network devices, ensuring [97]% uptime for all users.

## SKILLS

COMPUTER HARDWARE-A+

NETWORK FUNDAMENTALS

WINDOWS 10

WINDOWS SERVER 2012 R2 - MCSA

REDHAT LINUX (RHEL 7)

Attention to Detail

Documentation & Audit Readiness

Security Awareness

Client-Facing Communication

Risk Assessment

Process Compliance

Working with Ticketing Systems

CRM

Data Integrity & Verification

Security & Compliance

Customer Service

Remote Access

User Management

Communication

## KEY ACHIEVEMENTS



### System Downtime Reduction

Reduced system downtime by 30% through proactive network monitoring and immediate troubleshooting.



### Data Security Assurance

Maintained 99% data accuracy in user provisioning and device setups.

## LANGUAGES

ENGLISH

Native



KANNADA

Native



HINDI

Native



TELUGU

Proficient



TAMIL

Advanced

