Ankit Chandra



ankitchandra4488@gmail.com
+91 92844 09146
C-9, Tulsi Apartment, Navghar Road, near Shriram Jeweller, Bhayandar (E), Thane, Maharashtra, India – 401105
LinkedIn: Ankit Arun Chandra

Professional Summary

Initiative-taking and meticulous Desktop Support Engineer with proven experience delivering end-to-end IT support in fast-paced corporate environments. Skilled in diagnosing and resolving complex hardware, software, and network issues with precision and efficiency. Strong knowledge of Active Directory, system security, remote troubleshooting, and enterprise software deployment. Currently managing Palo Alto & SonicWall firewalls and Bitdefender SOC monitoring. Dedicated to minimizing downtime, improving user productivity, and maintaining a high standard of IT service delivery. Seeking to contribute technical expertise to a progressive organization.

Technical Skills

- **Security & Network:** Palo Alto & SonicWall Firewalls, Bitdefender Antivirus, SOC Monitoring, Internet Leased Line (ILL) Management, Enterprise VPN, TCP/IP, DNS, DHCP
- **Cloud & Directory:** Microsoft Office 365 (O365), Active Directory (AD), Group Policy
- **IT Operations:** IT Asset Management, Ticket Documentation (ServiceNow, Jira), L2 End-User Support, Employee Onboarding
- **Operating Systems:** Windows 10/11, Windows Server 2016/2019, Linux (Basic)
- **Hardware & Peripherals:** Desktop & Laptop Maintenance, Printer Setup, Motherboard Repair, Hardware Diagnostics, PC Assembly/Disassembly, BIOS Configuration
- **Remote Support:** TeamViewer, AnyDesk, Remote Desktop Protocol (RDP)

Professional Experience

L2 Technical Support Engineer

May 2026 – Present

Horizon Infotech (Client: Kalpa Prisha Fund Services - KPFS)

- Provide advanced L2 technical support to end-users across enterprise hardware, core software applications, and network infrastructure.
- Report directly to the company Chief Operating Officer (COO), offering regular status updates on critical IT operational tasks and infrastructure health.
- Administer and manage network security equipment, including **SonicWall and Palo Alto firewalls**, establishing secure connectivity and access rules.
- Oversee Security Operations Center (SOC) monitoring and managing Bitdefender Endpoint Antivirus to protect corporate assets from cybersecurity threats.
- Support Microsoft Office 365 (O365) environment, including user administration, mailbox configurations, and service troubleshooting.
- Monitor and manage Internet Leased Line (ILL) connections to ensure uninterrupted bandwidth, optimal uptime, and ISP coordination.
- Manage end-to-end IT asset management for the entire organization, including inventory tracking, hardware allocation, and lifecycle maintenance.
- Administer Active Directory services for user account creation, credential resets, group policy assignments, and permission management.
- Troubleshoot complex networking issues involving TCP/IP, DNS, DHCP, enterprise VPNs, and performance optimization.
- Support new employees onboarding by provisioning hardware, configuring software applications, and completing IT workstation setups.
- Deliver fast-resolution remote assistance via TeamViewer, AnyDesk, and Remote Desktop Protocol (RDP).

- Manage ticket lifecycle and documentation in ServiceNow and Jira to maintain adherence to SLA targets.

Desktop Support Engineer *Apr 2025 – May 2026*

Team Computers Pvt. Ltd. (Client: Aarti Pharmalabs Limited) | Boisar

- Provided comprehensive technical support to end-users, addressing hardware, software, network, and connectivity issues.
- Assisted in Caliber LIMS software deployment — installation, configuration, issue tracking, and user training.
- Managed Active Directory: account creation, password resets, and permission configurations.
- Maintained desktops, laptops, printers, and other IT equipment.
- Troubleshot network issues involving TCP/IP, DNS, DHCP, VPN, and performance optimization.
- Delivered remote support using TeamViewer, AnyDesk, and RDP for quick resolution while maintaining ServiceNow/Jira documentation.

Desktop Support Engineer *Jan 2024 – Mar 2025*

Gujarat Info System (Client: Aarti Pharmalabs Limited) | Boisar

- Delivered desktops and network support for office users ensuring smooth continuous operations.
- Managed user accounts, credentials, and access controls in Active Directory.
- Installed and configured hardware, operating systems, and applications.
- Supported system upgrades and implemented regular patch management cycles.
- Maintained IT asset documentation and service records in ticketing systems.

Technical Support Engineer (Computer Hardware Technician) *Apr 2019 – Sept 2022*

Al-SHARA Computer Education | Boisar (West)

- Performed desktop and laptop repairs, system assembly, and component-level maintenance.
- Installed and configured operating systems, drivers, and software.
- Diagnosed and resolved hardware faults and peripheral issues.
- Maintained computer lab systems ensuring consistent performance for students and faculty.

Hobbing Machine Operator *Pune*

Radheya Machining Limited

- Operated and maintained hobbing machines for precision gear manufacturing.
- Conducted quality inspections and collaborated with engineering teams.

Education & Certifications

- **Diploma in Mechanical Engineering** — Theem College of Engineering (2022)
- **EDTP Certification in Computer Hardware Repairing** — Maharashtra Government (2022)
- **Diploma in Office Automation** — Shara Computer Education (2019)

Projects & Achievements

- Reduced IT downtime through initiative-taking issue resolution and preventive maintenance.
- Assisted in upgrading office systems to Windows 11 ensuring seamless adoption.
- Conducted internal IT training sessions improving user technical efficiency.

Soft Skills & Languages

- **Soft Skills:** Strong analytical and critical thinking, customer service, teamwork, time management
- **Languages:** Hindi (Fluent), English (Proficient), Marathi (Basic)