Shubham Kumar Naik

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Work Experience

Quess Corp Ltd *(Deputed to LNMIIT – Jaipur, Rajasthan, India)*
Associate Engineer – Desktop & Network Support & Team Lead
Full-time | March 2022 – Present

- Manage and maintain IT infrastructure supporting **500+ devices**, ensuring **99% system uptime**.
- Resolve **100+ technical support issues per month**, maintaining a **98% user satisfaction rate**.
- Lead a team of 10 IT support engineers, coordinating daily operations and handling escalations.
- Create and maintain documentation for IT procedures, improving troubleshooting speed and onboarding processes.
- Conduct regular training sessions for junior staff on tools and best practices, increasing overall team productivity by 30%.

SKILLS

Programming & Scripting

- C Language, Python.

Desktop Support

- Hardware/software installation, configuration, and troubleshooting
- Windows 10/11, macOS, and basic Linux support
- User profile management, Outlook/email setup/Office 365, and PST backups
- Printer, scanner, and peripheral device support
- OS patching, antivirus updates, and disk encryption (BitLocker)

Software Installation & Configuration

Python, Java (JDK/JRE), Visual Studio Code (VS Code), Eclipse

Installation of compilers, code editors, and libraries for development environments

System compatibility checks, version control, and environment variable setup

Network Support

- LAN/WAN, TCP/IP, DNS, DHCP configuration and troubles
- Network troubleshooting (LAN/WAN/Wi-Fi)
- IP addressing and subnetting
- DNS and DHCP configuration and support
- VPN setup and troubleshooting (OpenVPN, WireGuard)
- Network cabling and patch panel management
- Firewall and port configuration (basic understanding)
- Basic VLAN setup and tagging
- Network printer and shared device configuration
- TCP/IP, ICMP, ping, tracer, and netstat usage
- Remote desktop and remote access tools (TeamViewer)

Team Leadership

- Leading IT support teams and mentoring junior engineers
- SLA monitoring, ticket escalation handling (Jira, ServiceNow, Excel)
- Conducting technical training sessions to improve team performance

EDUCATION

Master of Computer Applications (MCA)
Amity University, Noida – Online Mode
Graduated: 08/2025

Post Graduate Diploma in Computer Applications (PGDCA)

Sambalpur University, Odisha

Completed:06/ 2018

Bachelor of Science (B.Sc.) in PCM with Information Technology
Sambalpur University, Odisha
Graduated: 08/2017