

RESUME

Name: Shahrukh Khan

Phone: 9004299504

Email: 0097khanshahrukh@gmail.com

Location: Room no 50 1/1 Kaju pada Saki Naka Mumbai, India, pin 400072

Professional Summary

Dedicated and technically skilled **L2 Desktop Support Engineer** with over **3 years of experience** in IT support, infrastructure troubleshooting, and system administration. Currently working at **National Stock Exchange** with a strong desire to grow into **network engineering roles**. Actively learning networking concepts such as **CCNA, routing, switching, subnetting**, and more through self-study via online platforms like **YouTube and Cisco content**.

Work Experience

National Stock Exchange of India Ltd. (Currently Working)

Role: L2 Desktop Support Engineer

Duration: December 2023 – Present

Location: Mumbai, India

Key Responsibilities: - Provide L2-level desktop (I manage 500 users at the NSE site.) and network support for 500+ users including critical systems. - Troubleshoot LAN/WAN issues, assign static IPs, DNS configurations, and VPN connections. - Assist the network team in basic switch port tracing and patch panel management. - Manage user accounts in Active Directory, remote troubleshooting via RDP and AnyDesk. - Ensure compliance with internal IT security policies.

Tech Mahindra Ltd.

Role: Desktop Support Engineer

Duration: April 2022 – December 2023

Location: MIDC Malad west Mumbai.

Key Responsibilities: - Provided remote and in-person support for desktops, laptops, and printers. - Supported Windows OS, email setup, and MS Office configuration. - Diagnosed and resolved internet connectivity issues. - Documented issues and resolutions via ticketing system. network issue like Vlan and Lan issue

Education

Bachelor of Science in Information Technology (B.Sc IT)

University: Mumbai University

College: S. K. Somaiya College, Vidya vihar West, Mumbai

Year of Completion: [Your Year]

Networking Skills (Learning in Progress && practice with my network l2)

- CCNA Basics (Routing & Switching, Subnetting, VLANs, NAT, ACL)
 - Networking Devices: Routers, Switches, Firewalls (theory)
 - IP Addressing & Subnetting
 - TCP/IP Model & OSI Layers
 - Network Troubleshooting Tools: ipconfig, ping, tracert, nslookup
 - Studying through: **YouTube (Network Chuck, Cisco materials)**
-

Technical Skills

- OS: Windows 10/11
 - Tools: Active Directory, SCCM, ServiceNow
 - Hardware: Desktop/Laptop/Printer troubleshooting
 - Remote Support: AnyDesk, Remote Desktop
 - Basic Scripting (if applicable)
-

Certifications (Planned or Ongoing)

- **Currently Studying:** Cisco CCNA (Self-Paced)
- SQL Done with Udemy.

Languages

- English – Professional
- Hindi – Fluent
- Marathi