



Avinash .

Work permit: Polish | **Date of birth:** 20/04/1991 | **Place of birth:** Ludhiana, India |

Nationality: Indian | **Gender:** Male | **Phone number:** (+48) 728825348 (Mobile) |

Email address: avi@avinashme.eu | **Website:** www.avinashme.eu |

WhatsApp Messenger: +48728825348 | **WhatsApp Messenger:** +35699046222 |

Address: 36 Salska Maslow Rawicz, 63900, Poland (Home)

ABOUT ME

Detail-oriented and adaptable IT professional with a Bachelor's degree in Computer and Information Technology from Lovely Professional University. Skilled in a wide range of technical and analytical tasks, including data analysis, system support, and software management. Proficient in MS Office 365, ticket management systems, and tools like Canva and Postman. Experienced in SSMS MS SQL database operations such as creating, updating, deleting, and managing auto-backups locally and in the cloud.

Expertise in system backup, cloud solutions, and software installation, updates, repairs, and testing. Adept at system monitoring, WordPress management (installations, plugin updates, backups, and restoration), and API environment setup and endpoint testing.

A fast learner with a passion for staying updated on new technologies, I thrive in dynamic environments and bring innovative solutions to optimize performance. Dedicated to continuous learning and leveraging technology to drive efficiency and success.

WORK EXPERIENCE

 **NATSU FOOD** – POLAND

IT SUPPORT ASSISTANT & CLERK – 22/07/2024 – CURRENT

- Provided first-level IT support for software, hardware, and network-related issues.
- Installed, configured, and maintained desktop systems and office devices (printers, scanners).
- Monitored system performance and responded to technical alerts.
- Logged and tracked user support requests using helpdesk tools.
- Assisted in setting up user accounts, email, and permissions in Active Directory.
- Maintained inventory of IT assets, licenses, and equipment usage.
- Performed regular data backups and ensured file recovery processes.
- Supported clerical tasks including data entry, scanning, and document filing.
- Managed email correspondence and prepared basic reports in Excel/Word.
- Ensured proper documentation and record-keeping for IT and admin operations.
- Coordinated with vendors for IT hardware/software purchases and repairs.
- Provided basic training and guidance to staff on using office systems.

 **BOMBAY IT SOLUTIONS** – MUMBAI, INDIA

IT SUPPORT EXECUTIVE – 12/04/2021 – 16/06/2024

- Provide remote technical support to end-users via Ticketing Systems and communication channels, ensuring prompt issue resolution.
- Troubleshoot and resolve technical issues related to software, user accounts, and system performance.
- Perform installations, updates, upgrades, repairs, and uninstalls on user PCs, servers, and cloud VPS environments.
- Monitor and analyze Event Logs to identify and resolve system issues proactively. Manage system backups and restoration processes, ensuring data integrity and seamless business continuity.
- Create and configure new VPN user accounts, setting up secure access on user PCs.
- Set up, maintain, and ensure daily backups for new VPS systems to safeguard data.
- Install, update, and configure MS Office 365, including setting up Outlook with business email accounts via IMAP and SMTP.
- Utilize SSMS (SQL Server Management Studio) to manage MS SQL databases, performing table updates, deletions, NULL searches, and other operations.
- Set up and manage virtual machines using VMware and VirtualBox for testing and operational purposes.
- Monitor, back up, and update WordPress websites to ensure performance and security.
- Oversee domain renewals, monitor cloud resources, and manage email account storage to ensure efficient operations.

- Assisted in IT asset management and license compliance tracking.
- Coordinated with external vendors for service support and hardware procurement.
- Supported IT policy enforcement, including antivirus, updates, and system audits.
- Managed installation, configuration, and upgrading of IT systems and software.

● **EDUCATION AND TRAINING**

Ludhiana, India
BACHELOR SCIENCE OF COMPUTER AND INFORMATION TECHNOLOGY Lovely Professional university

● **LANGUAGE SKILLS**

Mother tongue(s): **HINDI | PANJABI; PUNJABI**
Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **SKILLS**

Data Analysis | MS Office 365 | System Support | IT System Support | Ticket Management | ZenDesk Ticket Management | Chat GPT | Software Installation | Software Maintenance | Cloud Backup | System backups | Server Backup | SQL (SSMS) | SQL Database Management | Software Testing | System Monitoring | WordPress | API | Postman | API Testing | Graphic Design | Domain Management | VPS | VPN | Open VPN | SoftEther (VPN) | Hosting | Business Email | Hyper-V | Virtual Machines (Virtual Box)

● **HOBBIES AND INTERESTS**

Technology & Cooking

I am passionate about exploring the latest advancements in technology by watching educational and innovative videos, which keeps me updated with emerging trends and inspires me to learn new skills. Additionally, I enjoy cooking and experimenting with diverse cuisines, as it allows me to express creativity, unwind, and bring joy to others through delicious meals. These hobbies reflect my curiosity, adaptability, and dedication to continuous learning and creativity.

● **COMMUNICATION AND INTERPERSONAL SKILLS**

Skills

- Proficient in data analysis and reporting to derive actionable insights.
- Skilled in using MS Office 365 for productivity and collaboration.
- Expertise in system support, including ticket management systems and troubleshooting.
- Experienced in software installation, updates, upgrades, repairs, backups, and uninstalls.
- Knowledgeable in system and cloud backups, as well as restoration processes.
- Skilled in SQL database management, including creating, updating, deleting, searching tables, and automating local/cloud backups.
- Proficient in software testing and system monitoring to ensure operational efficiency.
- Experienced in WordPress setup, plugin installation, updates, and backup/restoration processes.
- Proficient in setting up API environments using Postman and conducting endpoint tests.
- Skilled in Canva for graphic design and creating visually appealing content.
- Expertise in domain buying, name server updates, transfer, hosting setup, renewal, and business email setup.
- Experienced in VPS setup, renewal, reinstallation, VPN installation, client setup, and virtual machine setup on servers or PCs using software.