

USMAN DANISH

IT SUPPORT / DESKTOP SUPPORT ENGINEER | 3+ Years Experience

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SUMMARY

IT Support / **Desktop Support Engineer** with **3+ years** of experience supporting enterprise users in healthcare and corporate environments. Skilled in end-user **technical support**, Windows desktop troubleshooting, hardware and peripheral support, basic networking, user access management, incident documentation, and coordination with IT and infrastructure teams. Experienced in supporting mission-critical healthcare systems and working in shift/on-call environments.

WORK EXPERIENCE

IT Support / ThinkEast company

Exp: 3+

- Provided technical support to internal users and **operational teams** supporting healthcare and enterprise platforms.
 - Troubleshot desktop, **OS, application access**, and system-related issues for users across multiple departments.
 - Supported Windows-based systems, user workstations, and **office applications**, ensuring smooth daily operations.
 - Assisted users with account access issues, **password resets, login problems**, and role-based system access in coordination with IT and security teams.
 - Monitored application and system availability, escalating performance or access issues to appropriate infrastructure or vendor teams.
 - Maintained incident records, troubleshooting notes, and resolution documentation for recurring issues and audits.
 - Coordinated with external vendors and internal IT teams during system updates, maintenance windows, and issue resolution.
 - Supported healthcare-related systems used by **doctors, clinics**, and administrative staff, understanding the importance of uptime and data confidentiality.
 - Worked in a fast-paced, production environment, responding to incidents and service requests within defined SLAs.
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Technical Skills

- DIT Support / Desktop Support (L1/L2) | End-User Technical Support (Onsite & Remote) **3+**
- Windows OS (Installation, Configuration, Troubleshooting) | Desktop & Laptop Hardware Support
- Printers, Scanners & Peripheral Devices | User Account & Access Support
- Password Reset & Login Issue Resolution | Networking (LAN, Wi-Fi, IP connectivity)

EDUCATION

Bachelor of Computer Applications (BCA) University of Kashmir (INDIA)

Completed a comprehensive curriculum focused on computer science fundamentals, programming, data structures, algorithms, and software development practices.