

Mahesh Kumar

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LinkedIn — Portfolio

PROFESSIONAL SUMMARY

IT Support Engineer with 2.8+ years of experience in system troubleshooting, desktop support, and network support. Skilled in Windows and Linux environments, OS installation, LAN setup, and remote support. Experienced in handling real-world IT infrastructure and system-level tasks in enterprise and research environments (IIT Gandhinagar and BEL). Seeking an opportunity to contribute to IT support operations and ensure smooth system performance.

TECHNICAL SKILLS

- **Core IT Skills:** Desktop Support, Technical Support, System Troubleshooting, Remote Support, Hardware Troubleshooting
- **Operating Systems:** Windows, Linux (Ubuntu), Android
- **Networking:** LAN Setup, IP Configuration, Network Troubleshooting
- **Tools & Technologies:** Active Directory (Basic), VDI, Remote Desktop, Git, Docker (Basic)
- **Web Technology:** HTML/CSS, Bootstrap, Tailwind
- **Basic Knowledge:** C, Python, JavaScript, AWS

PROFESSIONAL EXPERIENCE

Technical Assistant

Jun 2024 – Feb 2026

Indian Institute of Technology Gandhinagar

- Worked as a Technical Assistant at IIT Gandhinagar, contributing to data annotation and NLP-based projects.
- Performed large-scale data annotation for multilingual datasets, including tasks like language identification, POS tagging, and named entity recognition. Ensured high-quality data processing.
- Additionally supported IT operations including system setup, basic troubleshooting, and assisting researchers with technical issues.
- Gained hands-on experience in Linux environments, data processing, and working with technical tools in a research-oriented environment.
- Collaborated with teams to maintain efficient technical workflows and resource usage

Technician Apprentice (IT Support)

Mar 2022 – Mar 2023

Bharat Electronics Limited (BEL), Bangalore

- Installed and configured Windows and Linux systems in enterprise environment
- Managed Virtual Desktop Infrastructure (VDI) and user system setups
- Performed hardware and software troubleshooting for desktops and laptops
- Configured LAN networks, printers, scanners, and peripheral devices
- Provided remote and on-site technical support to resolve user issues
- Assisted in system maintenance, updates, and IT infrastructure operations

PROJECTS

OldBook Exchange Platform (Dockerized Full-Stack Application)

- Developed a full-stack web platform for buying and selling used books
- Built responsive frontend using HTML, CSS, and JavaScript
- Containerized application using Docker for deployment consistency
- Source Code: GitHub Repository

Secure Android Authentication System

- Developed login and signup system using Java and XML
- Implemented validation for improved security and usability

EDUCATION

Diploma in Computer Science & Engineering

2017 – 2020

New Government Polytechnic, Patna (SBTE Bihar)

79.11% — First Class with Distinction

Class 12 (PCM)

2016

CBSE Board

Class 10

2014

CBSE Board