

Shivkumar Verma

Desktop Support Engineer | Web Hosting & Server Management

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Professional Summary

Desktop Support Engineer with 4.1 years of experience providing L1 and L2 IT support in corporate environments. Skilled in Web Hosting, cPanel Management, Domain & DNS Configuration, Website Deployment, SSL Installation, Backup Management, Microsoft 365 Support, Active Directory, Networking, VPN Support, and IT Service Management.

Technical Skills

- cPanel / WHM Management
- Shared Hosting & VPS Basics
- Domain & Subdomain Management
- FTP Server Management
- DNS & SSL/TLS Configuration
- Website Migration & Backup Restore
- WordPress Installation & Theme Management
- Visual Studio Code (VS Code)
- Git & GitHub (Basic Knowledge)
- Windows 10/11 & Windows Server 2016/2019
- Microsoft 365 / Office 365
- Active Directory & Azure AD Basics
- Networking: TCP/IP, LAN/WAN, DHCP, DNS
- VPN Configuration & Troubleshooting
- VMware & Hyper-V Basics
- MySQL & phpMyAdmin
- HTML, CSS, JavaScript, PHP Basics
- ManageEngine, RDP, AnyDesk, TightVNC

Professional Experience

Desktop Support Engineer

VServ Infosystem Pvt. Ltd. (Client: Subros Limited)
March 2024 – Present

- Provided L1 and L2 IT support for desktops, laptops, printers, scanners, and VC systems.
- Managed website hosting tasks using cPanel and WHM.
- Configured domains, DNS records, SSL certificates, and HTTPS redirection.
- Supported Microsoft Teams, Zoom, and Google Meet troubleshooting.
- Resolved Office 365, VPN, Active Directory, and networking issues.
- Managed incidents and service requests using ManageEngine.
- Installed and maintained Windows systems and business applications.

- Supported switch port activation, cable patching, and VLAN coordination.
- Provided remote support using RDP, AnyDesk, and TightVNC.
- Coordinated with vendors for hardware repair and issue resolution.

Projects

School Management System Software

- Worked on hosting and website management tasks.
- Managed deployment, DNS configuration, and database connectivity.

shiv.co.ma

- Managed hosting setup, SSL installation, and domain configuration.

1shiv.co.ma

- Handled subdomain setup, FTP management, and deployment tasks.

Education

Diploma in Information Technology (BTEUP)

Strengths

- Strong Problem-Solving Skills
- Client & User Support Handling
- Team Coordination
- Time Management & Multitasking
- Quick Learner with Positive Attitude

Languages

Hindi, English