Priyanka Baruah

IT Support Engineer

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PERSONAL STATEMENT

IT support engineer with 1 year of experience providing L1 and L2 desktop, laptop and network support for a 350-user organisation. Skilled in Windows 10/11 troubleshooting, Active Directory, Microsoft 365, printer and Wi-Fi issues, and ticket handling in Freshservice with consistent SLA compliance.

WORK EXPERIENCE

IT Support Engineer (L1/L2) · **Brahmaputra IT Services Pvt Ltd, Guwahati** — Aug 2025 – Present

- Resolve 25–30 tickets a day for 350 users across 3 offices, with 96% of tickets closed within SLA and a 4.7/5 user satisfaction score.
- Set up and image 120 new laptops with Windows 11, Microsoft Intune policies and standard software during an office expansion.
- Manage user accounts, password resets and group access in Active Directory and Microsoft 365 admin centre.
- Wrote 20 self-help guides for common Outlook, VPN and printer issues, reducing repeat tickets by about 18%.

EDUCATION

BCA in Computer Applications · **Kamrup College of Computer Applications, Guwahati** — 2022 – 2025
Grade: 7.6 CGPA

SKILLS

Windows 10/11 | Active Directory | Microsoft 365 / Outlook | Microsoft Intune | Freshservice ticketing | LAN and Wi-Fi troubleshooting | Printer and peripheral support | Remote support tools

CORE SKILLS

- Troubleshooting
- User communication
- SLA management
- Documentation
- Asset management

PROJECTS

Home lab: Windows Server domain · **Self-learning project** — Mar 2025 – Jun 2025

Built a small Active Directory lab on VirtualBox to practise domain administration.

- Configured a Windows Server domain controller with DNS, DHCP and Group Policy for 5 virtual clients.
- Practised user onboarding, mapped drives, password policies and basic file-share permissions.

CERTIFICATIONS

CompTIA A+ · **CompTIA** — Jul 2025

Microsoft 365 Certified: Fundamentals (MS-900) · **Microsoft** — Feb 2026

LANGUAGES

English · Professional | Assamese · Native | Hindi · Fluent | Bengali · Conversational

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