



Ajay Singh Mandar

CONTACT

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SKILLS

Network Administration
LAN/WAN
Routing & Switching
TCP/IP
DNS & DHCP
VLAN & VPN
Windows Administration
Desktop Support &
Troubleshooting
Active Directory
Microsoft Office 365 & Outlook
Hardware Troubleshooting
Software Installation
IT Asset Management
Incident Management
Ticketing Systems
System Upgrades
Patch Management
OS Installation
Technical Documentation
AI TOOLS

SUMMARY

Dedicated IT Support and Network Engineer with 4+ years of experience in desktop support, network administration, and end-user support. Skilled in troubleshooting hardware, software, and network issues, configuring LAN/WAN environments, and managing Windows systems. Experienced in delivering L1/L2 technical support, maintaining IT infrastructure, and ensuring reliable, secure, and efficient IT operations.

WORK HISTORY

Technical Support Engineer 10/2019 - 04/2021
2m Marketing Pvt Ltd - Jodhpur Rajasthan , India

- Provide timely technical support to clients via phone, email, or chat.
- Troubleshoot hardware, software, network, and system issues efficiently.
- Monitor and maintain client systems to ensure optimal performance.
- Document solutions, create FAQs, and maintain knowledge base resources.
- Collaborate with internal teams to resolve complex technical problems.
- Advise clients on best practices, upgrades, and system improvements.
- Analyze recurring issues and implement long-term solutions

Network Engineer 04/2023 - current
2m Marketing Pvt Ltd - Jodhpur, Rajasthan , India

- Install, configure, and maintain network devices including routers, switches, firewalls, access points, and LAN/WAN infrastructure.
- Monitor network performance, troubleshoot connectivity issues, and ensure maximum network availability.
- Configure and support TCP/IP, DNS, DHCP, VLANs, VPN, Wi-Fi, and basic routing and switching.
- Provide L1/L2 technical support for desktops, laptops, printers, scanners, and other IT peripherals.
- Install, configure, upgrade, and troubleshoot Windows operating systems, Microsoft Office, Outlook, Teams, and business applications.
- Manage user accounts, passwords, Active Directory, Group Policy, and file-sharing permissions.
- Diagnose and resolve hardware, software, printer, and network-related issues through remote and onsite support.
- Install, upgrade, and maintain antivirus software, endpoint security, and system patches.
- Perform system imaging, OS deployment, software installation, and hardware replacement.
- Maintain IT assets, inventory records, network diagrams, and technical documentation.
- Monitor system health using ticketing and monitoring tools, ensuring timely incident resolution.

- Assist in network upgrades, infrastructure changes, and preventive maintenance activities.
- Collaborate with cross-functional IT teams to resolve technical issues and improve IT services.
- Provide end-user training and technical guidance on IT systems and security best practices.
- Follow ITIL processes for incident, service request, and change management.
- Stay updated with emerging networking technologies, cybersecurity practices, and industry standards.

EDUCATION

BCA: Computer Science , 07/2017 - 10/2019

Jai Narayan Vyas University - Jodhpur Rajasthan

MCA: Computer Science , 10/2021 - 04/2023

MBM Engineering University - Jodhpur Rajasthan