Hitesh Matta

Aspiring IT Support Executive

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New Delhi,India-110019

Experienced Technical Support Engineer with over 11 months of dedicated experience seeking a rewarding opportunity for personal and professional advancement. Possessing a good foundation, along with problem-solving abilities and commitment to continuous learning.

Professional Experience

AllGoVision – Leading Video Analytics Software Solution, Bengaluru, Karnataka [2023—2024]

Technical Support Engineer

Responsibilities:

- Initial consult with clients.
- Evaluate hardware compatibility for video analytics software deployment.
- Deploy software on multiple servers, utilizing remote access for on-site installations.
- Perform comprehensive troubleshooting on both Windows and Linux operating systems.
- Organize and lead meetings with various clients to address their concerns and provide support.

Education

- BSc. in Computer Science, University of Delhi, New Delhi [2020—2023]

Technical Skills

- Linux OS
- Prompt Engineering
- Python Scripting
- Automation
- Customer Handling

- Networking
- Browser Automation Using UI Vision
- Deployment
- Troubleshooting

Hobbies

- Playing Football
- Music
- Reading