

SAMEER CHOUHAN

Fleet Operations Coordinator | Dispatcher | IT Support Specialist

 **Jalandhar City,(Punjab) India**

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PROFESSIONAL SUMMARY

IT Support and Service Desk professional with 3+ years of experience delivering technical support across desktop, Microsoft 365, Windows environments, and IT infrastructure. Experienced in diagnosing and resolving hardware, software, network, and end-user issues through remote and onsite support while maintaining high customer satisfaction.

Skilled in Service Desk operations, incident management, ticket handling, Active Directory administration, workstation deployment, Microsoft 365, Windows 10/11, hardware troubleshooting, and user account management. Strong communicator with a customer-focused approach, experienced in documenting technical issues, collaborating with cross-functional teams, and escalating complex incidents to ensure timely resolution.

Recognized for strong problem-solving abilities, adaptability, and delivering reliable technical support in fast-paced business environments.

IT HELPDESK SUPPORT

OverIT | Jalandhar, Punjab, India

January 2026 – April 2026

- Delivered Level 1 Service Desk support for hardware, software, printers, Microsoft 365, Windows, and network-related issues.
- Diagnosed and resolved technical incidents through remote and onsite support while maintaining high customer satisfaction.
- Installed, configured, and maintained desktop computers, laptops, peripherals, and business applications for new and existing employees.
- Managed Active Directory user accounts, password resets, account unlocks, and user access requests.
- Logged, tracked, prioritized, and resolved support tickets while maintaining accurate technical documentation.

- Escalated complex technical issues to senior support teams and coordinated follow-up to ensure timely resolution.
 - Supported employee onboarding by preparing workstations, installing required software, configuring user accounts, and providing end-user guidance.
 - Collaborated with infrastructure and technical teams to resolve hardware, software, and connectivity issues efficiently.
 - Maintained documentation of recurring issues and troubleshooting procedures to improve support consistency and knowledge sharing.
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TECHNICAL SKILLS

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|---------------------------|----------------------------|---------------------------|
| ● Microsoft 365 | ● Printer Support | ● Remote Support |
| ● Windows Server | ● Networking Fundamentals | ● Ticketing Systems |
| ● Active Directory | ● Hardware Troubleshooting | ● Technical Documentation |
| ● Windows 10 / Windows 11 | ● Software Troubleshooting | ● Microsoft Office Suites |
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CORE COMPETENCIES

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|---------------------------------------|---------------------------------|--------------------------|
| ● Service Desk Operations | ● Windows 10/11 & Microsoft 365 | ● Remote Support |
| ● Technical Support & Troubleshooting | ● Desktop & Laptop Deployment | ● Administrative Support |
| ● Hardware & Software Support | ● Incident & Ticket Management | |
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“ Currently expanding knowledge in IT Service ”

PROJECTS

WebZoneBW.in – Personal Technical Portfolio

- Designed and developed a professional portfolio website to showcase technical projects and continuous learning.
 - Built using HTML, CSS, JavaScript, and GitHub Pages.
 - Demonstrates technical documentation, responsive web design, and problem-solving skills.
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Active Directory Home Lab

- Created and managed users, groups, and organizational units.
 - Practiced Group Policy configuration and Windows administration.
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Windows Server Lab

- Installed and configured Windows Server roles and services.
 - Performed basic server administration and system management tasks.
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Microsoft 365 Administration Lab

- Practiced user provisioning, licensing, Exchange administration, and security configurations.
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EDUCATION

Diploma (Canada)

Graduated: 2021

Lakehead University

Bachelor's Program (Incomplete)

CERTIFICATIONS

- Google IT Support Professional Certificate
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ADDITIONAL INFORMATION

- Open to Relocation Across Canada
- Languages: English, Hindi, Punjabi
- Strong Customer Service & Communication Skills
- Available for Full-Time Employment
- Comfortable Working in Fast-Paced Environments
- International Education with Canadian Work Experience