

VIKASH KUMAR DANGI

IT ADMINISTRATOR | EUC ENGINEER | MICROSOFT 365 ADMINISTRATOR

+91 8210101161 | vikashdangi@hotmail.com | Ramgarh, Jharkhand, India | Open to Relocate: UAE

PROFESSIONAL SUMMARY

IT professional with 5+ years of experience in End User Computing (EUC), Microsoft 365 administration, Google Workspace Console, Active Directory, enterprise desktop support, IT infrastructure, network troubleshooting and IT operations across healthcare, education and corporate environments. Proven track record of supporting 500+ enterprise users while maintaining SLA compliance and delivering reliable, secure IT operations.

CORE SKILLS

- Microsoft 365 Admin Center
- Google Workspace Admin Console
- Active Directory (Users & Computers)
- Windows Server (Basic Administration)
- Domain Administration
- DNS, DHCP, VPN, LAN/WAN, TCP/IP
- Remote Desktop Support
- IT Asset & Vendor Management
- Sapphire ITSM | IMAC Coordination
- Web Development | Google Antigravity

PROFESSIONAL EXPERIENCE

Desktop Support Engineer | Team Computers Pvt. Ltd.

May 2025 – Nov 2025

Ranchi, India

- Administered Microsoft 365 environment, including user provisioning and license support.
- Managed Active Directory users and computer objects across the domain.
- Provided Google Workspace administration support for enterprise accounts.
- Troubleshoot VPN, LAN/WAN, printer and desktop issues to minimize downtime.
- Coordinated IT asset management and vendor relationships.
- Executed IMAC (Install, Move, Add, Change) activities with accurate technical documentation.

IT Executive | Paras HEC Hospital

Nov 2022 – Jan 2025

Ranchi, India

- Supported 500+ enterprise users across a busy healthcare environment.
- Resolved 500+ monthly IT tickets while consistently maintaining SLA targets.
- Delivered ERP, desktop, printer and infrastructure support to ensure operational continuity.

Desktop Support Engineer | Sarala Birla University

Oct 2019 – Oct 2022

Ranchi, India

- Provided desktop, application, printer and infrastructure support to staff and faculty.
- Managed Windows deployment, system imaging and preventive maintenance programs.

EDUCATION

Advanced Diploma in Computer Hardware & Network Management

MSME Tool Room, Ranchi | 2018 – 2019

Diploma in Aeronautical Engineering

Bhubaneswar Engineering College | 2015 – 2018

Intermediate (Arts)

Saraswati Vidya Mandir, Rajrappa | 2013 – 2015

CERTIFICATIONS

- Google IT Support – System Administration & Infrastructure (2022)
- Google Cloud Fundamentals (2022)
- Computer Networking – Google (2021)