

JASPAL SINGH

IT Support Specialist | Helpdesk & Cloud Systems Operations

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PROFESSIONAL SUMMARY

IT Support Specialist with 2.8 years of experience in IT Service Desk operations, domain management, DNS service configuration, and Windows Server administration (2016-2022). Expertise in cloud identity management across Microsoft Azure/Entra ID, Google Workspace, and AWS (IAM Users, Roles and IAM Policies). Proven track record in procuring corporate domains (e.g., xenondigilab.com), managing primary/sub-domain hierarchies, and configuring DNS records (A, CNAME, MX, TXT) for multi-cloud productivity platforms and website publishing. Proficient in automated onboarding via Zoho People and multi-OS endpoint troubleshooting. Open to 24/7 rotational shifts and on-site requirements in Noida.

Live portfolio: singhtech.shop — self-managed domain, DNS, and hosting demonstrating hands-on cloud and infrastructure skills.

TECHNICAL SKILLS & COMPETENCIES

Domain & DNS Services: Domain Procurement, DNS Management (A, CNAME, MX, TXT, SPF, DKIM), Website Publishing DNS Setup

Cloud & Infrastructure: AWS (IAM Users, IAM Policies & Roles, EC2 Instances), Windows Server 2016 / 2019 / 2022 Administration, Static Site Hosting & Deployment (Netlify)

Identity & HR Systems: Microsoft Entra ID (Azure AD), Google Workspace (Custom Domains & Subdomains), Zoho People, M365 Admin Center

ITSM & Support Tools: ServiceNow, BMC Remedy, Zoho Desk, Ticket Escalation, Incident & SLA Adherence, OS Troubleshooting

PROFESSIONAL EXPERIENCE

System Support Administrator — Xenonstack

Jan 2026 - Present

- Procured 5+ corporate domains (including xenondigilab.com) and managed full domain lifecycle, adding and organizing primary domains and sub-domains across Microsoft 365 Admin Center and Google Workspace.
- Configured DNS services (A records, CNAME, MX, TXT, SPF, DKIM) to ensure seamless website publishing and secure multi-tenant email routing.
- Managed user access lifecycle and identity governance across AWS IAM (creating IAM users, attaching custom IAM policies, role assignment) alongside Microsoft Entra ID.
- Executed automated user onboarding and offboarding workflows by integrating Zoho People with cloud directory services and M365 Admin Center.
- Administered Windows Server 2022/2019 domain environments and monitored AWS EC2 instances, ensuring 98%+ SLA adherence across ServiceNow and Zoho Desk.
- Independently registered, configured DNS for, and deployed a personal portfolio site (singhtech.shop) end-to-end, applying the same domain/DNS and hosting skills used professionally.

Desktop Support Engineer (L2) — Flipkart Pvt. Ltd.

Jan 2024 - Jan 2026

- Utilized BMC Remedy ITSM to log, assets and inventory management, triage, and resolve complex OS and hardware incidents across Windows Server 2022, Windows 10/11, macOS, and mobile devices.
- Administered Active Directory users, group policies (GPO), and Windows Server services to maintain high system availability for regional operations.
- Assisted in monitoring cloud infrastructure endpoints and AWS EC2 instance availability for internal operational tools.
- Earned Process Improvement Commendation for implementing Kaizen-based workflows that streamlined helpdesk ticketing and reduced SLA breaches.

EDUCATION & CERTIFICATIONS

M.Sc. Information Technology (Pursuing) — Lovely Professional University

Bachelor's Degree (2015-2018) — Glocal University

Diploma in Cloud Computing & Networking — Specialization in AWS, Azure, Virtualization

Diploma in Electronics — Industrial Training Institute, Haryana

Microsoft Azure Essentials (Certification) — Microsoft

Cloud Roles & Responsibilities (Certification) — Great Learning