Anurag Nagre

Mumbai, Maharashtra, India

✉ anuragnagre95@gmail.com   📞8850280276

Summary

Experienced computer Engineer with a demonstrated history of working in the Information Technology(IT) industry
Skilled in System administrator, Strong education professional with a bachelor's of Engineering.

Experience

Technical Support Specialist
SCILLZ MANAGEMENT CONSULTING PRIVATE LIMITED

Delivering Level 2 IT Support & Resolving Escalated calls.
- Remote support to traveling & project site users, vendors.
- SPOC for Video Conferencing Systems.
- SPOC for Networking.
- SPOC for Virus Incident Management.
- Providing Technical Support to Key Users & VIP Users.
- Configurations & Troubleshooting of Office 365 & Lotus Notes.
- Monitoring Bit locker Dashboard for Mumbai location.
- Testing & Deployment of patches & updates through SCCM for Mumbai location.
- Troubleshooting L1 and L2 SAP client side issues.
- Delivering Level 1 Data Recovery Services.
- Installation & troubleshooting of Canon Printers, XEROX WorkCentre.
- Resolving issues of Engineering & Simulation software's, like AutoCAD, SolidWorks, SmarTeam, Adams, Ansys, e-drawings, EPLAN Electric P8 & various Other ABB proprietary software's.
- Performing various IT operations activities as per Wipro ABB requirement.
- Managing Allocation, Handover & e Clearance of IT Assets.
- Adhere to processes laid down by the organization with respect to Service Delivery.
- Maintaining Security & Compliance at location.

Technical Support Engineer
ENOPECK SEALS INDUSTRIES

Apr 2018 - Mar 2019 (1 year)

Hands-on experience on Service Now Tool

Monitoring application and granting users to access the systemHandling client over phones and emails
Keep the track of data and performing daily backupIT Professional, having Expertise in Corporate IT Infrastructure Services.
Team Lead for IT Services- Project: ABB India Ltd,.
 Proven Ability in Diagnosing & Troubleshooting Complex issues of Computer Hardware, Application Software, Operating Systems, LAN
 Competency in Handling Enterprise-Wide Desktop Support Activities.

IT Asset Management
SLA Management
Vendor Management.
Well Versed in Communication Skills Both Written &
verbal.
IT Professional Giving Immense Importance to Client
Satisfaction.

Technical Support Engineer
SIES Graduate School Of Technology
Aug 2017 - Mar 2018 (8 months)
I was a technical assistant at SIES College of engineering, in that my job role is to maintaining computer
labs, installing a different operating system like windows, ubuntu, etc.
Giving demonstration to 2nd and 3rd-year students on
how to install and use different types of applications on
ubuntu and windows

Education

University of Mumbai
Bachelor of Engineering - BE, Computer Engineering
Jul 2013 - Aug 2016
I have continue my high school diploma project in final year of Graduation, In this we have added voice
command,
Some physically challenged people can't even move, so in that case they can use computer system
with the help of voice command

University of Mumbai
Associate's degree, Information Technology
2010 - 2013
To develop the user interface for physically challenged people who can allows such people to operate
computer system with ease.

Licenses & Certifications

Amazon Elastic Compute Cloud (E2C) - Amazon Web Services (AWS)

Amazon Cloud Practitioner Essentials (Second Edition) - Amazon Web Services
(AWS)

Machine Learning Terminology and Process - Amazon Web Services (AWS)

Skills

Project Management • Technical Support • Operating Systems • Desktop Computers • System Administration • Management • Active Directory • Server Administration • Windows Server

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