RESUME

Mr. Animesh Anil Pathak

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Career Objective:

To be a professional and to utilize my skill and technical knowledge to fulfill requirements ofthe organization and to continuously strive for higher achievements in life.

Summary:

Experienced Desktop Support Engineer with total 4.10 years of experience in IT Industry. Ability to generate quick & Permanent solutions to streamline user workflow and increase SLA. Currently working with Active directory, Domain and thin-client environment. good knowledge of network devices & Operating Systems and also worked in with Microsoft applications like Office365. Good knowledge about network backup and security devices. Can troubleshoot all types of printers like network printers, Inkjet, Laser Jet. Can communicate & coordinate well in a team for smooth operations. Also pursuing Microsoft Azure cloud training and Hands-on Azure Active Directory, creating Tenant, Azure AD connect, Azure Virtual Machines, VMSS, SSO, RBAC and Azure AD Roles and also Hands-on Deployment and managing Azure compute resources and virtual networks.

Organizational experience:

- ## Current Working Profile:

Designation	Desktop Support – L2 Engineer at **RBL Bank Head Office, Kolhapur.**
Company Name	Acute Informatics Pvt. Ltd. **(Wipro service Partner)**
Duration	November 2021 -Present

Roles and Responsibilities:

- Asset Domain joining & Configuration with All Standard software and making system compliant.
- Installation, configuration of Antivirus & Drive Encryption Using Trend Micro and McAfee (Trellix).
- Configuration and troubleshooting Thin Client desktop (Dell WYSE, HP T430).
- Troubleshooting and configure the email clients like Outlook (2016, Office 365 E1 and E3).
- Worked on various Desktop, Laptop, Network Printers and Network level troubleshoot. (Dell, HP, Lenovo, Asus)
- Configuration and troubleshooting of Intune MDM on Android and IOS
- Managing the Active Directory Domain Services and maintaining Users and computers into domain.
- Configuration and troubleshooting of AADHAAR systems.
- Installation and troubleshooting of different client application software like Citrix Receiver, MS-Teams, Cisco VPN, Global protect and Remote connectivity.
- Part of team for the compliance task like DLP/MacAfee agent (Trellix)/Trend Micro AV.
- Handling escalated Incidences with centralized helpdesk software.
- Coordinate with vendor for Warranty, Services & Replacement related issue.
- Priority wise ticket handling and communicate with different teams to get the solution on time for maintaining SLA.
- Following Standard process created by the Wipro Service team.
- Handling 20+ RBL Branches and 250+ users.
- Taking care of Core banking IT related issues.
- Worked on ZOHO Manage Engine Ticketing and remote tool.
- Handling and maintaining Asset data.

- **Previous Working Profile:**

Designation	Desktop Support Engineer
Company Name	**Tech365 Giga Technologies Pvt. Ltd. Kolhapur.**
Duration	October 2019 – November 2021

Roles & Responsibilities:

- Install, upgrade, support and troubleshoot windows 10, windows 11 windows server 2012 r2 and Ubuntu OS.
- Configuration and troubleshoot and Active directory and domain on windows.
- Performs general preventative maintenance tasks on Desktop, Laptops, Printers and peripheral equipment.
- Configuration and troubleshooting Outlook 2016, Outlook 365 and Mozilla Thunderbird for users.
- Analysis, diagnosis and resolving of Desktop, Laptop and all types of Printer related problems for end users.
- Diagnose and quickly resolve Windows applications and hardware related problems to help minimize downtime.
- Troubleshooting networking related issues.
- Handling and Maintaining Kaspersky AV Server. Maintaining and deploying day to day updates and security patches to Client System.
- LAN Crimping Crossover and straight-through Cable also assembly of IO port, Cable management, Patching.
- Customize desktop hardware to meet user specifications and site standards.
- Provide technical support to video conference devices & web meeting creation.
- Coordinate with vendor for Warranty, Services & Replacement related issue.
- Coordinate team members, follow-up of calls and update the status, Leading & Managing the Centralized team of 5 members.
- Response/Answer, evaluate, and prioritize incoming telephone, e-mail, about on the issues/tickets.
- Provide accurate detailed resolution in tickets including root cause.

Technical Skills:

- Good knowledge of Microsoft Azure Cloud and Microsoft Azure Services.
- Hands-on Azure Active Directory, creating Tenant, AD connect, Azure Virtual Machines, VMSS, SSO, RBAC and Azure AD Roles.
- Installation, configuration & maintenance of Inkjet, LaserJet, Dot-matrix and Network Printers.
- Configuration and troubleshoot Microsoft 365 application and Intune MDM.
- Hands-on Deployment and managing Azure compute resources.
- POC Microsoft Azure Storage Accounts, Virtual Network, Webapps,
- Basic Knowledge of SonicWALL firewall and QNAP NAS.
- Having good Knowledge of network devices like Routers, Switches, Access points.
- Troubleshooting hardware & Windows OS related problems also Disk management, partitions.
- Resolving network problems and troubleshooting issues (LAN/WAN).
- Good experience in installation, configuration & troubleshooting of MS outlook 2016 and Office 365 E3.
- Installation, configuration of Antivirus McAfee, Tread Micro, Kaspersky.
- Installation and troubleshooting of different client application software like Citrix receiver, Cisco any-connect, FortiClient and Global Protect, Cisco VPN client
- Network Settings, TCP/IP, Gateway, DNS Setting, Subnetting.
- Good knowledge about OSI reference model, TCP/IP suit, IP Addresses classes also CIDR notation.
- Thin-client configuration and troubleshooting.

Educational Qualification:

Qualification	Name of Institute	University/ Board	Year of passing	Marks/Grade
Hardware, Networking and CCNA.	Jetking, Kolhapur.	NA	2019	84%
B. A.	Yashwantrao Chavan College, Kolhapur.	PUNE University	2018	51.17%
H.S.C.	Yashwantrao Chavan College, Kolhapur.	Maharashtra State Board	2015	62.00%
S.S.C.	Vidyapeeth High school, Kolhapur.	Maharashtra State Board	2013	61.00%

Key Strengths:

- Ability to work under pressure.
- Capable of handling and guiding the team and good team player.
- Willing to learn new technologies.
- Efficient Problem-Solving abilities.

Personal Details:

- **Date of Birth:** -28 November 1997.
- **Nationality** -Indian.
- **Marital Status:** -Married.
- **Languages Known** - English, Hindi, Marathi.

DECLARATION:

I hereby declare that all information given in this resume is true, correct and complete to the best of my knowledge and belief.

Place: Kolhapur.   Yours Faithfully,

Date: Animesh Anil Pathak.