

# BHUSHAN YAWALKAR

Triveni Nagar, Nigdi, Pimpri

## DESKTOP SUPPORT ENGINEER

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bhushanyawalkar@gmail.com

### Professional Summary

Highly analytical and detail-oriented **IT Professional with 2.5 years of experience** in system administration and dedicated **Desktop/Application Support** (Tier 1). Proven success in maintaining 24x7 system uptime and providing robust troubleshooting for critical infrastructure. Expertise includes OS installation (Windows/Linux) and hardware setup.

### Technical Skills

IT Support & Installation.	Desktop/Application Support, Troubleshooting, Ticketing Tool Usage, Remote Software
Operating Systems	Windows OS, Cent OS, BOSS (Linux), Installation & Configuration.
Technical Tools	MySQL, Java.
Professional Skills	Teamwork, Time Management, Analytical, Detail-Oriented.

### Professional Experience

#### SYSTEM SUPPORT ENGINEER

CDAC Pune, Pune

01/2023–10/2025

- Administered and maintained high-availability **BOSS servers** for national-level examinations, ensuring **24x7** server uptime and supporting client systems for organizations including the Indian Air Force.
- Delivered comprehensive **Desktop/Application support** and effective **troubleshooting** for client issues, optimizing server performance and ensuring secure, reliable infrastructure operation.
- Executed **software installation** for critical platforms (Win OS, Cent OS, SQL, VS, Java), maintaining system compliance.
- Coordinated with **ISP** and managed network/LAN, printers, and peripheral devices to promptly **diagnose connectivity issues** and minimize service interruptions.

### PREVIOUS EXPERIENCE

Data Analyst, Kolbro Group

02/2019–02/2022

Led the technical workflow for a team of 10-20 persons responsible for data collection and validation processes for municipal property tax projects.

### Key Achievements

**Reduced** system downtime by providing comprehensive **24x7** server uptime management and rapid client issue **troubleshooting** in high-stakes examination environments.

**Maintained** detailed asset records and allocation sheets, maintenance activities for desktops, printers, and other IT hardware assets.

### Education

PG Diploma, CDAC Pune

03/2022–09/2022

B.E., Electronics & Communication, NAGPUR University

03/2012–08/2015

### Languages

English, Hindi, Marathi