

47, Sai Nagar, Dighori Naka, Umred Road, Nagpur -440034 | 7767927877 | pratikdhole786@gmail.com

OBJECTIVE

To obtain a Desktop Support Engineer position in a dynamic organization where I can utilize my technical and communication skills to provide excellent customer service.

STRENGTHS

- Excellent technical knowledge and troubleshooting skills for desktops, laptops, and mobile devices.
- Proficient in Microsoft Office Suite and other productivity applications.
- Experience with remote desktop support tools such as TeamViewer, Remote Desktop Protocol (RDP), and Virtual Network Computing (VNC).
- Adept at training end-users on software and hardware applications.

HOBBIES

- Building and fixing computer as well as gaming PC build.
- Computer Gaming.
- Creating 3D models & Graphics Designing.

PERSONAL DETAILS

Name : Pratik Manoharrao Dhole
Date Of Birth : 26th Sep 1997
Marital Status : Single
Nationality : Indian
Language Known: English, Hindi & Marathi

EDUCATIONAL QUALIFICATIONS

2021-2023 (Pursuing final Sem)

- **Course** : Master of Computer Management (MCM)
- **Institute** : Dr. Ambedkar Institute of Management Research & Studies, Dikshabhoomi, Nagpur
- **University** : Rashtrasant Tukadoji Maharaj Nagpur University (RTMNU)

2018-2021

- **Course** : Bachelor of Vocational Education (B.Voc) in Retail Management
- **Institute** : Kamla Nehru College, Sakkardara, Nagpur
- **University** : Rashtrasant Tukadoji Maharaj Nagpur University (RTMNU)

WORK & EXPERIENCE

- IOT internship in DCS (1 month)
- Internship in Cyber Security & Linux Server Administration at “CODELANCER INCORPORATION”. (6 month)
- Cisco routers & switches internships in Softnet Securities (3 months)
- Business Development Executive at “CODELANCER INCORPORATION”. (6 Month)

COMPUTER LITERACY

❖ Operating System

Linux : Kali Linux, Red Hat Enterprise Linux, Ubuntu, Parrot Security OS.
Windows : Windows 11, Windows 10, Windows 8 & 7.
Other : MAC OS, MS-DOS, Chrome OS, Android.

➤ Computer hardware

- knowledge of all PC hardware components.
- Computer assembly & disassembly.
- Hardware troubleshooting.

➤ Computer Software

- OS installation, updating, formatting & dual booting.
- Software installation & cracking.
- MS-office.

➤ networking

- wired & wireless network troubleshooting.
- Basic knowledge of networking.

➤ Redhat Certified Engineering

- Basics of linux, installation & package management.
- file permission & user administration.
- Yum/dnf, http, SMTP, DNS, DHCP, FTP server config & troubleshoot.

Remote logging : team viewer, putty, anydesk.

Virtualization : Vmware Pro, Virtual Box, BlueStacks.

DECLARATION

I am confident of my ability to work in a team. I hereby declare that the above particulars furnished by me are true to the best of my knowledge and belief.

DATE :

PLACE :

(PRATIK M. DHOLE)