

PRASHANT E. KARANJULE

IT Support Engineer

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At/Post- Padali Ranjangaon, Tal-Parner, Dist.-Ahilyanagar 413702, Maharashtra, India

SUMMARY

I am a results-driven IT Support Engineer with over 3+ years of experience in hardware and software troubleshooting, IT infrastructure management, and end-user support. I am adept at diagnosing and resolving complex technical issues to provide seamless IT operations and reliable systems. I am seeking a challenging L3 Technical Support Engineer role where I can leverage my expertise.

EXPERIENCE

IT Support Engineer

Dadati Consulting Solutions Pvt. Ltd.

Client - Maccaferri Environmental Solutions Pvt Ltd.

10/2024 Ranjangaon, Pune

IT Support Engineering role providing comprehensive technical support.

- Provided end-to-end IT support, including hardware and software troubleshooting.
- Diagnosed, resolved, and escalated technical issues efficiently to minimize downtime.
- Managed IT infrastructure, including servers, network devices, and firewalls.
- Installed, configured, and maintained operating systems and enterprise applications.
- Ensured system security and data integrity through regular updates and patch management.
- Administered Active Directory, managed user accounts, and provided access control solutions.
- Supported Citrix VPN connectivity, ensuring smooth and secure remote access.
- Delivered exceptional customer service by addressing IT issues promptly and effectively.

Application Support Engineer

KV Staffing Services

Client – Jabil Circuit India Pvt. Ltd

03/2023 - 09/2024 Ranjangaon

Application support for a major client, focusing on software issues.

- Provided application support, resolving software and functionality issues.
- Diagnosed and troubleshoot technical problems for optimal performance and security.
- Collaborated with cross-functional teams to implement system upgrades and patches.
- Supported Citrix VPN configuration and resolved connectivity/security issues.

Desktop Support Lead

Shro Systems Pvt Ltd

Client – Jabil Circuit India Pvt. Ltd

03/2022 - 02/2023 Ranjangaon

Leadership role in desktop support with a client-focused approach.

- Led and coordinated Level 1 support specialists to resolve escalated technical issues efficiently.
- Managed Priority 1 (P1) and Priority 2 (P2) tickets, ensuring timely resolution and collaboration with regional teams.
- Maintained IT infrastructure, including servers, network devices, firewalls, and video conferencing systems.
- Provided advanced troubleshooting for software, hardware, and network-related issues.
- Configured and supported MS Office, Outlook, and other related tools.
- Administered Active Directory, managing user access, permissions, and policy settings.
- Oversaw the installation, configuration, and troubleshooting of hardware such as printers and barcode scanners.

STRENGTHS

Core Competency

IT Support & Troubleshooting

Core Competency

Communication & Team Collaboration

Technical issue resolution

Efficiently diagnose and resolve complex technical issues.

Infrastructure management expertise

Manage IT infrastructure to ensure system reliability and security.

Exceptional customer service

Excellent customer service, addressing IT issues promptly.

SKILLS

Active Directory

Azure

Data integrity

Firewalls

Ticketing Tool

IIS

Microsoft Azure

MS Office

RDP

Routing

SCCM

SQL

SQL Server

TeamViewer

Video Conferencing

VNC

VPN

WAN

Windows

LANGUAGES

Marathi

Native



Hindi

Native



English

Native



EDUCATION

Master of Computer Science (MCS)

Savitribai Phule Pune University

04/2021 - 04/2022

CERTIFICATION

HARDWARE, MCSE, MCSA AND CCNA NETWORKING.

ECS Technology Hyderabad