# SANTOSH WAGHCHAURE

[**Email:-santoshjmd93@gmail.com**](mailto:-santoshjmd93@gmail.com) **Mobile No:9309707906/9552729970**

**RESUME**

**OBJECTIVE**

To be a part of progressive organization that gives scope to enhance my knowledge, skills and reach peak in the field of interest with determination, dedication and hard work.

**PERSONAL SKILL**

* Like to face the challenges.
* Good communication skills.
* Can manage multiple tasks simultaneously.
* Hardworking.

**TECHNICAL AND COMPUTER SKILLS**

* MS office
* Office 365
* Linux basic
* Windows
* Studying Microsoft Azure course

**Work History:-Total I have 4 years of experience.**

# Sr.Technical support Associate :- XDBS

**World trade centre tower 2 Kharadi pune.**

**Joining date:09thmay 2019**

**Last working date:-01-April-2020**

**Project name :-ATNT (USA Region)**

* **Responsibilities**:- Phone, email, walk-up, and inbound ticket queue support for incoming employee IT service requests
* Primary On-site support for Office 365 issues.
* Support the messaging environment in the Cloud (Office 365).
* Troubleshoot active sync issues with mobile devices.
* Troubleshoot issues with Skype for Business
* Update, contribute, and maintain local SharePoint team sites as procedures/documentation change.
* Create user guides and instructional documents for end-users.
* In charge of onboarding/offboarding users after cross-referencing their HR records as mandated by IS Compliance.
* Assigned group, file level permissions in Active Directory.
* Provided mobility support.
* Trained 30 + local support team members, Relationship Managers and Data
* following the proper escalation processes via ticketing system (Service Now). • Primary On-site support for Office 365 issues
* Active Directory user administration, password resets and unlocks
* Resolve technical issues with Outlook, Mail, Distribution groups

# Technical support Associate :WNS GLOBAL Magarpatta city Tower3, Project name:- Philadelphia telecom (USRegion)

**Since:- 27thFebruary 2017 to 12thApril 2019.**

**Responsibilities**:-

* connectivity, email clients, VOIP and more Supporting to worldwide wns
* IT applications including CRT, CRM, Remedy MS office
* Applications, Browsers etc. Handling users query via phone, email, ticket tool
* Using SDP CA ticketing tool for raising Ticket
* Tracked, logged and responded to support tickets. Performed user account maintenance, managed incidents and provided resolution for end-users technical challenges.
* Built and maintained computers by installing and updating software, upgrading and replacing hardware for office and clients.

# Desktop support Associate:-Mphasis Limited ,E-on IT park Pune,Maharashtra

(**Dec 2015 to January 2017)**

**Project name:-Telecom CATV (Neither land Region) (US Process)**

* + Provided base level IT support to non-technical personnel within the business.
  + Provided on-call support for critical issues.
  + Identified and solved technical issues with a variety of diagnostic tools.
  + Research, diagnose, troubleshoot and identify solutions to resolve customer issues
  + Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams & Provide prompt and accurate feedback to customer

# EDUCATIONALQUALIFICATIONS

* Completed Bachelor of Computer science
* from K K WAGH Collage of NASHIK, Pune University

|  |  |  |  |
| --- | --- | --- | --- |
| **Exam Passed** | **University/Board** | **Year of passing** | **Marks** |
| BCS | Pune | 2015 | 65.20 |
| HSC | Pune/nashik | 2010 | 57.00 |
| MSCIT | MKCL | 2009 | 52.99 |
| SSC | Pune/nashik | 2008 | 68.78 |

# HOBBIES

* + Playing Sport both indoor &outdoor.
  + Listening songs
  + Travelling

# PERSONALDETAIL’S

* + **Name :** Waghchaure Santosh jibhau
  + **Date of birth :** 27th October1993
  + **Marital Status :** Married
  + **Father Name :** Mr. Waghchaure Jibhau nimba
  + **Mother Name :** Mrs. Waghchaure Mirabai Jibhau
  + **Current address. : Kharadi pune 411014**

# DECLERATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Thank You.