

Manoj Satish Ninave

Technical Support Engineer

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Career Objective

Seeking a position that will utilize my talent to enhance the growth of the organization.

Educational Qualification

Exam	Institute	Board/University	Percentage	Year of Passing
B.E.(Degree)	JD College, Nagpur	Nagpur University	66.40%	2018
DIPLOMA	JD Polytechnic College, Nagpur	MSBTE Board	67.53%	2015
SSC	Sindhi Hindi High School, Nagpur	Maharashtra State Board	67.82%	2011

Work Experience

1. **Client Name- Reliance Industries Limited** 📍 **Mumbai**

Position Held: Remote Support L1 (10 May 2022- Till)

Roles & Responsibilities:

- Installation of License software's. (AutoCAD, Corel Draw, Adobe Photoshop, InDesign, Illustrator, Figma, Fig-jam, Microsoft Visio and Project etc.)
- Installed software for customers with the help of a phone or Internet.
- Monitored the complaints of the customers and sent it to the specific technical group to resolve it.
- Maintained documentation of all the installation carried, details of any failed installations, revisions and updates required for the software.
- Handling the Cisco VPN issues and Avamar Data backup issues.
- Port activation as well creating/deleting accounts in Active Directory.
- Worked on new hired end user activity such as mailbox provisioning, enable archive and mobility access.
- Worked on daily tasks create, delete and grant access to shared mailboxes, add user members to Office365 groups and distribution list.
- Maintained Active Directory security; implemented and enforced password complexity policy as well as account lockout policy.

2. **Client Name- Bharat Petroleum Corporation Ltd 📍 Mumbai**

Position Held: Technical Support Engineer (30 Dec 2021- 06 May 2022)

Roles & Responsibilities:

- Configuration of New Laptop, Desktop and Printer, Creating computer account in AD, Profile configuration, Password reset.
- Providing internet access for user's id, creating DL group, Calendar access, Users id owner change, Display name modification, Id extension, Id delegation and share folder access rights.
- Configuration & Support for Office365, Sap and VPN etc.
- Technical support engineer for Office365 Exchange, Teams environment.
- Solving user query such as spam/junk emails, undelivered and quarantined emails.
- Convert terminated/former user mailbox to shared mailbox and provide necessary access to him/her manager.
- Handling queries related to calling policy and teams direct routing in MS Teams.
- Checking and analyzing the spam mails which will be block on cisco mail server.
- Troubleshoot and customize Office 365 applications including Word, Excel, One Note, skype for business, Outlook, Power Point, and Microsoft Access) Office 365 training.

3. **Client Name- HDFC Bank Ltd 📍 Mumbai**

Position Held: Desktop Support Engineer L-2 (14 Dec 2018- 15 Oct 2021)

Roles & Responsibilities:

- To assemble computer, install operating system like windows -7, 8, 10.
- Installation, configuration and troubleshooting of Windows OS, Email & other client end application.
- Trouble shoot hardware related problem, OS related problem, system start up issue. Has coordinated with service centre like HP, DELL, LENOVO, ACER etc.
- Creating small LAN environment and sharing data, printer etc.
- Installing application software like MS-Office, IEM Controller, SAP, Office365 etc.
- Responsible for implementing the firewall related changes to the client's service request, in accordance with security approval via proper change management.
- Knowledge of Microsoft one drive and Antivirus.
- Provided support to server activity in night shift.

Technical Skill and Certification

- Google IT Support Fundamental course completed from Coursera.
- Linux Essentials course completed in the Cisco Networking Academy.
- Information and Cyber Security training completed in HDFC Bank.
- Certificate of Completion IT Service Desk Customer Service Fundamentals from LinkedIn.

Strength

- Good Team Player
- Eagerness to Learn New Things

Personal Details

- Name: Manoj Ninave
- Nationality: Indian
- Date of Birth: 04th June 1995
- Language known: English, Hindi, Marathi
- Hobbies: Play cricket and badminton

I hereby declare that all above information entered are correct and complete to the best of my knowledge.

Place: Mumbai

Manoj S. Ninave

