SAGAR JAISWAR

SW/App/Cloud Tech Support Associate

As a dedicated and experienced cloud support engineer and desktop support with 3+ years of hands-on experience, I have a proven track record of delivering high-quality technical support and troubleshooting services to clients across various industries. My expertise includes a deep understanding of desktop operating systems, cloud computing, networking, security, and virtualization technologies. Throughout my career, I have demonstrated exceptional problem-solving skills, attention to detail, and a strong commitment to customer service. Enthusiastic and detail-oriented recent postgraduate with a Master's degree in Cloud specialization, eager to launch a career in DevOps. Possessing a strong foundation in IT operations, software development, and cloud computing.

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📍 Maharashtra, India

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WORK EXPERIENCE

SW/App/Cloud Tech Support Associate
Accenture Solutions Pvt Ltd

05/2021 - Present   *Mumbai*

Achievements/Tasks

- **Incident Response and Troubleshooting:** Responding to inquiries, incidents, or service requests related to services.Identifying and diagnosing technical issues Troubleshooting network connectivity, server performance, and application functionality.
- **Customer Communication:** Providing clear and timely communication to customers regarding their technical issues.Offering guidance, solutions, or workarounds to help customers resolve their problems.
- **Ticket Management:** Logging and managing support tickets in a ticketing system.Prioritizing and categorizing tickets based on urgency and impact on the customer's operations.
- **Patch Management and Updates:** Assisting customers in managing software updates, and patches in their environments.
- **Hardware Inventory Management:** Tracking asset lifecycle, including procurement, deployment, maintenance, and disposal.
- **IT Security and Compliance:** Ensuring that devices and software are compliant with organizational security policies and industry regulations.
- **Collaboration and Coordination:** Responsible for managing compliance and reconciliation of Inter Unit Transfer (IUT)/Cross Facility movement and updating the respective stakeholder
- **IT Asset Retirement and Disposal:** Managing the retirement and disposal process for outdated or non-functional IT assets, ensuring compliance with environmental regulations.

Desktop Support Engineer
(Client: HDFC BANK) Wipro Pvt Limited

11/2019 - 04/2021   *Mumbai*

Achievements/Tasks

- Answered assistance requests from users and provided step-by-step instructions to resolve issues
- Installed software updates, firewalls, and virus protection on Symantec Endpoint Protection to prevent threats and computer crashes.
- Responded to bank users experiencing connectivity issues and provide step-by-step instructions to resolve issues including rebooting hardware.
- Communicated with users by telephone to determine the problems they were facing issues and gave instructions for testing solutions to find the causes of the issues

Projects
Load Balancing in Green Computing

Achievements/Tasks

- Load balancing in green computing evenly distributes workloads, curbing server strain, reducing energy use, and bolstering application reliability by averting single points of failure.
- component involves : AMI, EC2, SECURITY GROUP, LOAD BALANCER

SKILLS

ServiceNow   Active Directory Migration

EC2, S3, Load balancer, SNS, IAM CLI, VPC, ROUTE53

TCP and IP Protocols   Consolidated Asset Tool

Windows System Administration   Filesystem, SMTP

CERTIFICATIONS

ITIL® Foundation Certificate in IT Service Management (12/2021)

Amazon Web Services Solutions Architect Associate(AWS)
- Aws Qualified from Attari Classes.

Active Directory Migration
- Qualified from Attari Classes.

EDUCATION

Master of Science in Information Technology (Cloud specialization)
University of Mumbai

11/2022   *Mumbai*

Bachelor of Science in Information Technology
Ramchand Kimatram Talreja College Of Arts,Science & Commerce

09/2019   *Mumbai*

Higher Secondary Education
Ramchand Kimatram Talreja College Of Arts,Science & Commerce

02/2016   *Mumbai*

SSC
S.P.P New Era English High School & Jr College

03/2014

LANGUAGES

English
Full Professional Proficiency

Hindi
Full Professional Proficiency

INTERNSHIP

Network Management, I Future Technologies PVT LTD. (Nov, 2018 to Jan, 2019)