**RESUME**

Name: Dipika Kalamkar

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**Objective**

To work in a challenging atmosphere where I could get an opportunity to learn and develop my technical skills.

**Technical Support Skills**

* Installing & configuring various Operating systems, Application Software, Anti-Viruses.
* MS outlook configuration, outlook backup & restore and trouble shooting.
* Disk management, partitions.
* Office 365 issues
* Troubleshoot on virtual machine
* Troubleshooting Java based applications
* Basic networking, Map drive, Data sharing.
* Troubleshooting common domain related issues.
* Profile renaming & Profile deletion.
* Troubleshooting of SKYPE issues.
* Remote desktop and remote assistance.
* Installation of printer and troubleshooting.
* Troubleshooting on WIFI and LAN connectivity issue.
* Troubleshooting on client-based applications.

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**Working Experience**

**Working as Senior Engineer at LTIMindtree**

From-May 2021 to present

**Roles & Responsibilities**

* Provides L2 technical support to globally includes EMEA, APAC, AMER region.
* Working on Omni tracker client ticketing tool -incident and service request, IT orders request.
* General administrator of Active directory, Azure active directory and Microsoft Exchange console create, edit, maintain user account, mailbox, distribution group , Organisation unit and access permission.
* Assisted in the deployment standard software through SCCM.
* Performed admin task in iTunes software portal, blackberry portal.
* Performed the access related task-network drive, home drive, security group
* Performed various maintenance, software installation, end user support, training task, printer installation, antivirus, and threat protection.

**Worked as System administrator at Micro land.**

From- March 2019 to April 2021.

Client: Credit Suisse

**Roles & Responsibilities:**

* Provided technical support to customers via telephone, email, chats.
* Helped customers identify and resolved issues regarding virtual machines, desktop problems, printer, internet access, emails ,network drivers , remote connection, smart phone setting.
* Created helpdesk documentation with step-by-step instructions on how to resolve some of the most common computer problems.
* Print server administrator, install and uninstall printer, clean error , clean printer errors , updated printer drivers.
* Supporting virtual machine related issues, using cs reporter tool to identify virtual machine details, desktop director tool to restart the virtual machine.
* Following ITIL process and working on service now service now ticketing tool as per SLA
* Troubleshoot on SCCM issues
* Troubleshoot on outlook issue personal mailbox, group mailbox connectivity issue, access related issue .
* Troubleshoot on SharePoint, shared drive, network drive issues.

**Worked as technical support at Zack IT Pvt Ltd.**

From- February 2017 to March 2019

Client: Tata communications Ltd.

**Roles & Responsibilities:**

* Provided L1 Support to various Projects deployed in Infrastructure related issues through Incidents.
* Escalation of trouble incidents to LEVEL 2/3 depending on the Contingency of issues.
* Provided L1 Support, Remote Support, Co-ordination with Users & Junior Engineer.
* Performing troubleshooting on Assigned Incidents & Closing Within the mention SLA.
* Provided Software, Hardware and Network support as well as operating loads for windows and MAC OS.
* ODC’s and NON ODC’s support using SCCM admin, RDC, team viewer, dameware.
* Managing all the systems compliance activities (security patches) from Active directory.
* Troubleshooting on Outlook issues, Client Mailbox issues and Office 365 issues.
* Provided Support in resolving Network Problems and troubleshooting of LAN connectivity issues.
* Installing and troubleshooting various Client Applications.
* Installing And Troubleshooting various OS (WIN 7, WIN 8 & WIN 10)

**Personal Strengths**

* High problem solving, troubleshooting skills & Customer orientation.
* Ability to learn new technologies with minimal guidance.
* Ability to grasp quickly, willingness to learn and have a lot of patience.

**Education**

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| **Qualification** | **Year of passing** | **Institute/university** |
| **SSC** | **2007** | Girls high school (Amaravati university) |
| **HSC** | **2009** | Ushabai deskmukh jr college (Amaravati University)) |
| **B.E** | **2015** | DMIETR(Nagpur University) |

**Declaration**

I hereby declare that the information furnished above is true to the best of my Knowledge.

**Date: ( Dipika Kalamkar )**

**Place: Pune**