

# MAYURESH BHAVSAR



I am a System Administrator with expertise in inventory management, troubleshooting remote and network support. My focus is on solving complex problems systemically and always keen to learn new technologies.

## CONTACT DETAILS

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Lives in Mulund, Mumbai

## TECHNICAL SKILLS

- Service Desk Support L1/L2
- Ticketing Tool Jira | Summit
- LAN | WAN | DNS | DHCP | VPN
- Windows XP|vista/7|8|10|11
- Active Directory
- Google Suite admin
- Office 365 Administration
- Mac OSX | ISO
- Chrome OS
- Various AV System Setup
- RDP|VNC | Zoom| Gotoassist
- Linux | sudo command line
- Basics SCCM|DEP|MDM|MFA
- Basic Dev-ops tools: git|github|jenkins|docker|python

## PROFESSIONAL IT COURSES

- Hardware & Networking+ MCSE (Karrox Mumbai)
- Red Hat System Administration (CMS Mumbai)
- Apple service engineer Training (Maple Digital Technologies International. Pvt. Ltd)
- Application Packaging Training (Udemy E-learning)
- Microsoft SCCM Training (Udemy E-learning)
- ITIL 4 Training (Udemy E-learning)
- office365 Administration (linkedin learning)
- Learning Dev-ops...\*

## EXPERIENCE

**Fidelis Corporate Solutions Pvt.Ltd. @DR. REDDY'S LABORATORIES.LTD.**  
**Mumbai, India | Rehired Jan 2020 - present | (Sr.cunsultant)**

**Role:** Primary contact for all Dr.reddys mumbai corp Office and Studio5B IT requests, more than 100 users IT infra and desktide or network support, and workstations, mobile devices, printers and peripherals; respond to user service requests; and remote support to PAN India. Ensure system security for desktop, mobile and cloud environments.

### Key activities:

- Knowledge of Mac OSX, as well as Windows OS
- Knowledge of Microsoft office 365 & outlook mail configuration,backup / restore
- Well known cloud storage app One-drive |Drop-box
- Professionancy in handling all apple products
- Wifi router network configuration and network monitoring
- Inventory management.
- Worked on video conference setup 65" maxhub touch panel|life-size
- Professionancy in handling DLP 3d printer|Eppilog laser cutter opereter.
- perform command line troubleshooting to resolve individual application failures.
- Mac OS X system administration and applications, including OS configuration, troubleshooting, and knowledge of applications including O365, VMware Fusion, Apple Remote Desktop,figma,miro.skatch, Keynote.
- Basic knowledge Linux command line.
- Working knowledge of the following technologies: AD administration, Office 365 admin center , One-drive, Sharepoint, icloud , MS Team,Skype for Business, Zoom
- MDM,MFA,Intune,
- Good knowledge of Adobe CC |Corel Draw,figma,miro.skatch, Keynote Design Software.

## MILESTONE TECHNOLOGIES, Inc. @Uber

**Mumbai, India | may 2019 to Jan 2020 | L1 Service Desk Support Engineer.**

**Role:** primary contact for all Uber internal IT support requests.

Provides hardware,software, and account Service Desk support and technical education to end users on computer, mobile devices, and printers. Examines, designs, and implements new internal procedures to improve office IT procedures.

### Key activities:

- Mac OSX, and Windows troubleshooting
- Triage, assign, resolve, or escalate all incoming Jira tickets
- Sets up mobile phone, MDM, email, VPN, and internet access for users via secure company network.
- Google Apps for Business, Including Mail, Calendar, Drive, Docs, and Groups Cloud storage services.
- Zoom AV room management, Break/fix resolution for AV software and hardware
- Prepares new hire hardware for deployment.Educate new hires on new software and technology related. procedures to secure a swift onboarding process.
- Wifi router network configuration and network monitoring.
- General network troubleshooting for network connectivity issues, including digital authentication, remote.access, secure Wi-Fi and wired connectivity to the internal network.
- Procures, provisions and deploys equipment for end users.
- Knowledge of outlook express, Microsoft Outlook, Mobile app install configuration, android | IOS.
- Knowledge of mac OSX latest, As well as Windows OS xp|7|8.
- Wifi router network configuration and network monitoring,cisco firwall GUI accses,
- Administrate Uber internal Apps for add /edite/Delete access to users, such as Duo| Zoom| Techtivity| Onelogin| Employee Dash|Google Groups| Adobe CC| Zendesk| Coupa|.

## LANGUAGE

- English | Hindi | Marathi

## QUALIFICATION

- Bachelor of Commerce 2012.  
(Manav Bhati Univercity)

## EXPERIENCE

**Karsun Solution Pvt. Ltd. @DR. REDDY'S LABORATORIES.LTD (STUDIO 5B)**  
**Mumbai, India | June 2016 - May 2019 (2y, 11m) | Mac Support engineer- L2**

**Key activities : Same as current role.**

**Orient Technologies Pvt. Ltd. @DR. BATRAS CMD OFFICE.**

**Mumbai, India | May 2014 - Jun 2016 (2y, 1m) | Mac and network support engineer**

**Role:** Maintain and support desktide and network, printers and peripherals, respond to user service requests and resolve trouble tickets. Ensure system security for desktop, mobile and cloud environments, remote support to Pan india and UK/UAE clinics IT request.Handdel VIP IT request CEO,CMO.

**Key activities:**

- Knowledge of Mac OSX latest, as well as windows OS
- Knowledge of Microsoft office 365 & outlook mail configuration, backup |restore
- Network configuration and monitoring, basic knowledge of network Switch| firewall GUI access configuration.
- Support application Servers, Inventory management.
- Worked on video conference setup (people-link)
- Handle big events IT supports live streaming meetings,PAN India video Conference (peopel link )

**Maple Digital Technologies International. Pvt. Ltd.**

**Mumbai, India | May 2013 - Jun 2014 (1y) | Service Engineer**

**Role:** Work at apple service center, assembling parts

**Key activities:**

- Professionancy in handling all apple products
- Problem diagnostics, assembling, repair and parts replacement
- Data backup& restore, Microsoft office & outlook mail configuration, Apple mail app

**Sunidhi Securities & Finance Ltd | By Ishan InfoTech. Pvt. Ltd .**

**Mumbai, India | April 2010 to may 2013 - 3 years**

**Role:** More then 100 users desktop support and maintain network, Handled various windows 2003/2008 server,application Server, anti-virus server. Vendor management, handle team of 5 engineers, respond to user service requests; and remote support to PAN India.

- Knowledge of Share market application server NSE/BSE.
- Network Printers scanner installation,
- Knowledge Of Outlook Express,Microsoft Outlook,Mobile App install & Configuration,Android/IOS.
- Knowledge of Mac OSX latest, As well as Windows OS xp/7/8.
- Wifi router Network configuration and network monitoring,basic knowledge of Network Switch/ firewall GUI access configuration.
- Support Application Servers,Inventory management.

**Nexus Computer Pvt. Ltd @ Reserve Bank of India Mumbai (Fort)**

**[Customer Support Engineer march 2008 to April 2010 (2 years)]**

**Role:** primary contact for computer hardware and software problems, as well as network emergencies.

- Desktops,laptops, printers, cables and other equipments, confarance room setup.
- Responded to all users requests for technical support by phone, email and the inter-office chat service.
- Managed application patches, data backup, security changes and network configuration.

## SOCIAL CONNECT



: [https://www. linkedin.com/in/mayuresh-bhavsar-0880795a/](https://www.linkedin.com/in/mayuresh-bhavsar-0880795a/)



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