

NILESH NERLEKAR

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Professional summary

Experienced Desktop Administrator with over three years in various industries. Excellent reputation for resolving problems and improving customer satisfaction. Offers flexible schedule to deliver on team goals.

Work history

Desktop Administrator

08/2022 - Current

Shiva Hotels Ltd - London, UK

- Currently, I am leading end-user account management and overseeing hardware for 250+ devices, which includes installations, upgrades, and reconfigurations. Additionally, I am providing 1st and 2nd line IT support, handling LAN/WAN configuration, and troubleshooting.
- Proficiently managing software systems such as MS Office 365, Outlook, and ticketing platforms (Dynamics 365, Jira, ServiceNow). Concurrently, I am coordinating deployments and system migrations, as well as installing and configuring encryption software (BitLocker, Symantec) for data security.
- Implementing daily data backups, disaster recovery plans, and vendor management strategies. I am ensuring hardware procurement and overseeing services while administering network resources to optimize usage and maintain protocols for efficient data transmission and security.
- Completing administrative duties, which include opening/closing procedures, product replenishment, and budget control. I am also ensuring compliance with group policy settings for security and user access control.

ERP Support Analyst (Remote Internship)

01/2022 - 08/2022

Domino's Ltd - England, UK

- Utilized Dynamics 365 for meticulous ticket tracking, ensuring detailed documentation and timely updates, while also responding to after-hours requests and resolving diverse issues within short turnaround timeframes, maintaining a high level of responsiveness.
- Demonstrated professional communication with users, addressing problems, concerns, and important updates effectively, while offering technical expertise to contribute to both 2nd and 3rd lines of support, taking ownership of personal queues and seeing issues through to resolution or escalation as needed.
- Proactively outlined end user requirements to align support efforts, thereby ensuring that the provided technical solutions meet their needs effectively.

Application Support Engineer

03/2021 - 08/2021

Arcon Technologies - Mumbai, India

- Provided comprehensive technical support for hardware, peripherals, networks, and software to internal and external clients, including printers, scanners, and advanced assistance.
- Managed daily technical operations, updating service requests and conducting desktop repairs.
- Enhanced desktop satisfaction by 30% and reduced resolution time by 20% through streamlined support processes.
- Conducted rigorous root cause analysis, resulting in a 25% decrease in incidents.
- Supported seamless software updates using ServiceNow, Okta, Intune, and Azure to minimize operational disruption.

Skills

- 1st & 2nd Line IT Support | Virtualisation | Active Directory | Cloud Technologies (Azure, AWS) | Servers expertise (Windows, Linux)
- Infrastructure Monitoring | System Hardening | Firewall Configuration | Antivirus Implementation
- DHCP, DNS, RDNS Management | Networking Fundamentals (Switches, Routers) | Communication Protocols (TCP/IP, RS-232, RS-485, HART, ProfiNet) | Remote User Support
- Cloud-based Infrastructure | VM Creation | Cloud Identity and Access Management (IAM) | HashiCorp

TOOLS:

- Ticketing Management (ServiceNow, Jira).
- ESXI | VMware | Vsphere | Hyper-V | Dynamics 365 | Dynamics AX.

Education

Master's Degree: Cyber Security	01/2022 - 03/2023
University of Greenwich - London, UK - Merit	
Bachelor's Degree: Information Technology	06/2017 - 12/2020
Mumbai University - Mumbai, India - Merit - GPA 7.10/10.00 With Silver Medal	
Diploma of Higher Education: Computer Engineering	05/2013 - 06/2017
MSTBE (State Education Board) - Mumbai, India - Merit	

Personal Projects

- DigitalCV Hosted using various Azure Services (<https://github.com/Nilesh-ui-art/Cloud-Resume.git>).
- Deployed WordPress to an Amazon EC2 instance Linux and macOS (<https://github.com/Nilesh-ui-art/AWS-Project-1-EC2-Wordpress.git>).
- Created two S3 Buckets using Terraform | Uploaded Files to buckets using terraform | Copied files from/to different buckets (https://github.com/Nilesh-ui-art/AWS-Project-2-S3_Buckets.git).
- GitHubSync : Automate Your Jira Workflow (<https://github.com/Nilesh-ui-art/Jira-Automation>).

Additional information

- Notice Period: Immediate Joining.
- Visa Status: Graduate Visa.