



OMKAR PANCHAL

EXPERIENCE

1 November 2021 - 30 November 2023

IT SUPPORT Engineer (Level 1)

Providing technical support to the user regarding hardware, software, networking, installing application, antivirus, O365 Admin centre to manage user accounts and troubleshoot issues, remote Installation.

EDUCATION

L. R. Tiwari collage of engineering

B.E. in Electronics and Telecommunication engineering
(University of Mumbai)

AREA OF EXPERTISE

- Help desk ticketing system
- Office 365 management
- Tier 1 level troubleshooting
- Tier 1 ACTIVE DIRECTORY
- Build/manage virtual machine

TECHNICAL/COMPUTER SKILLS

- **Operating systems:** Windows 10 (32/64-bit), Windows 8/7 (32/64-bit)
- **Networking:** LAN, WAN, WI-FI, VPN, DHCP, DNS
- **Remote/shadowing:** Zoom, VPN
- **Ticketing system:** Email, Call
- **Desktop app:** Word, Excel, PowerPoint

FINAL YEAR PROJECTS

- **Diploma final year:** Water level controller and detector
- **B.E. final year project:** brain-wave controlled wheel chair

LANGUAGE PROFICIENCY

- English
- Hindi
- Marathi



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