

CURRICULUM VITAE

Name:Shailendra Baburao Baswante

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Location- Pune.

CAREER OBJECTIVE :

To associate with an organization, this recognizes my skills and provides an opportunity for continuous growth & advancement.

EDUCATIONAL QUALIFICATIONS :

Degree	Institute/College	Board/ University	Passing Year	Percentage %
BE in E&TC Engineering	NMIET,Talegaon, Pune	Savitribai Phule Pune University	2016	64.33%
H.S.C.	N.E.S.Science	Latur	2009	66.17%
SSC	Pratibha Niketan High School,Nanded	Latur	2007	72.15%

WORK EXPERIENCE :

- Graduate Apprentice training in Hindustan Aeronautics Limited Nasik& in AURDC department DEA Lab (1-9-2017 to 31-8-2018)
- Work as Customer Service Associate (Axis Bank Credit Card Operations) in Q Connect Business solutions Limited Hyderabad (29 March 2019 to 31 March2020)
- **Company-** Software Quality Center Pvt Ltd (Payroll:Innovative Ditech Services)
- **Designation-** Desktop Support Engineer
- **Duration-** 25" May 2021 to 30 july 2022.
- **Company-**Mercedes-Benz India Pvt.Ltd.(Payroll:Allied Digital Services Ltd.)
- **Designation-**Technical Support Engineer
- **Duration-**22 August 2022 to 30 September 2023
- Job Role and Responsibilities

Job role in Mercedes-Benz India Pvt. Ltd. :

- Proficient in handling escalated calls and providing 1st & 2nd Level Technical Support to end-users.
- Creating DW Group And assign user into DL
- Creating New NPM Mailbox
- Microsoft Outlook, Outlook Express configuration, troubleshooting. And
- Maintain the assets of pc's and laptops.
- Installation & Configuration of Network printers & Scanner and its basic level of troubleshooting.
- Manage all the inventory of PCs.
- Basic Knowledge DNS, DHCP & Active Directory (creating Users).
- Creation and management of Domain and user accounts as well as assign access rights and permission to use internet facility.

- iPhone and I-pad configuration
- Provided the Remote support & Net meeting support using following software Team Viewer, Amy Remote Software, Remote Desktop.
- Monitoring & insuring a recommended temperature for Server Storage Room.
- Installation of Antivirus, Patches & Updates from Backend side & frontend both.
- Experience in installation of Windows, configuration, Technical troubleshooting
- troubleshooting, operating systems, Microsoft application software and peripherals, Windows10.
- Troubleshooting VPN Network Issues and given access to fileserver to user.
- Installing and managing active directory configuration
- Provide Hardware, Software support desktop and Laptops.
- Hands- MS office O365.
- system through SCCM Server.
- Remote support by using Skype business Communicator.
- Plug & play hardware & troubleshooting.
- Creating profiles to user for customizing desktop Setting.
- Dealing all the issues related with Applications, Network, LAN, WAN, Outlook, Internet,
- Intranet, printers, share drives, Ms Office, Antivirus. Working with vendors for IT related issues.
- Working on OS migration project, Windows 10.
- Taking care of laptop Data backups. Having AD Access for daily activities.
- Deploying operating System
- computer systems, mobile devices, and other tech products
- Outlook 2016 ,creating pst's and Ost's
- Blue Os Creation & Deployment
- ISTK Device Os Creation & Deployment.
- **Service Now Ticketing tool** for resolving user related technical issues.
- PCP Software for Admin Password creation (password change processing)

Job role in Software Quality Centre Pvt. Ltd. :

- Hands on experience firewall installation and configuration (Sophos XG-135)
- Implementing and maintaining the Wan links using leased line circuits
- Handling routers Tp-link TI-ER6120, Cisco switches
- Pc Assembling & all types of drives installation.
- All types of Operating Systems Installing (Windows **10**).
- Providing Operating system maintenance, management, and customization and troubleshooting.
- Installing Various Software as per the management Requirement
- Providing desktop computer software and hardware support, configuration, repair, maintenance and installation. Troubleshooting of Virus related issues.
- Cable crimping (Straight and Cross).
- Maintain and manage computer peripherals like printers
- Configuring and Maintaining network and local Print.
- Installation and maintenance of Antivirus and managing updates.
- Installing, configuration & maintenance of Microsoft products.
- Troubleshooting LAN issues, coordinating with Internet service providers for Internet related issues.

TECHNICAL PROFILE :

Hardware

- Assembling and Disassembling of PC's
- Installing Printers, Scanners and upgrading device drivers
- Troubleshooting laptops and PC's
- Operating System
- Installing and configuring Operating System like windows 10
- Managing local users and groups, files and folders Networking Skills
- Troubleshooting network issues
- Network address translation static NAT, dynamic NAT, PAT
- Configuring routing protocols RIP, EIGRP, OSPF Windows administration
- Installing and Configuring internet information service
- Installing and Configuring DHCP configuration
- DNS configuration

CCNA Certified.

Cyber Security Certified US Council.

PERSONAL PROFILE:

Name : Shailendra Baburao Baswante
Date of Birth : 26th April 1992
Nationality : Indian
Gender : Male
Marital Status : Single
Languages known : English, Hindi & Marathi.
Permanent Address : Plot no.15 Onkareshwar nagar behind Jain mandir
Malegaon road taroda naka Nanded Maharashtra 431605

DECLARATION :

I hereby certify that all the information provided here is correct to the best of my knowledge.

Date:

Place:

Signature: