



SHISHIR DIGE

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<https://www.linkedin.com/in/shishir-dige-526821104>

Professional Summary: -

Technical Support Specialist with Five years and Six Months of experience in IT environments. Highly adept in systems analysis diagnostics and troubleshooting and conflict resolution.

Employment Details: -

Company: Clean Harbors India LLP, Pune

Designation: Sr. Desktop Support Engineer

Duration: From 5th May 2022 to 10th May 2024

Company: Anlage Infotech India Pvt. Ltd.

Client: SAS Research & Development India Pvt. Ltd. Pune

Designation: Desktop Support Engineer

Duration: From 5th Mar 2021 to 30th Nov 2021

Company: Alchemy Techsol India Pvt. Ltd.

Client: Virtusa Consulting Services Pvt. Ltd. Pune

Designation: Desktop Support Engineer

Duration: From 1st Sep 2018 to 15th Jan 2021.

Company: Future Focus Infotech Private Limited (Contract moved to Alchemy..)

Client: Virtusa Consulting Services Pvt. Ltd. Pune

Designation: Desktop Support Engineer

Duration: -From 18th Jun 2018 to 31st Aug 2018

Job Profile:

- Working on IT Service-now/BMC Remedy Tool for raising tickets and for IT assets allocation.
- Manage Service Now Tickets Incident, Request Task, Scheduled Task, Problem Task.
- Worked on Intune Portal, MDM/MAM and Autopilot Windows.
- Hands on experience on Non-Compliance Issue for SCCM and Antiviruses.
- Working knowledge on Azure AD (Entra ID), Active Directory, SCCM, Antivirus, MBAM/Bit locker console.
 - Active Directory tasks like creating/Deletion/Modification of user profiles.
 - SCCM Client setup & troubleshooting for security patches.
 - Worked on MBAM/Bit locker Server to check the recovery.
- Maintaining inventory of all desktops, Laptops, servers, Printer and Network devices.
- Hand on Experience schedule task, incidents, non-compliance issue in ticketing tool.
- Hand on experience in installation of software's: -
 - Citrix receiver, Java, SQL developer, eclipse, soup UI
 - McAfee, Symantec, Carbon Black, CrowdStrike Antivirus

- Cisco any connect for VPN, Secure OTP, Pulse Secure, Global Protect
- Configuration of Outlook & other applications on Mobiles
- Configuration/Encryption of BitLocker with MBAM client.
- Configuration of CISCO IP Phones
- Worked on MFA (Intune Company Portal, MS Authenticator & Mobile & Mail id)
- Worked on Microsoft Office 2007/2010/2013 & O365.
- Installation, Configuration & troubleshooting of Microsoft outlook.
- Configuration of Local and N/W printer in systems.
- Basic working knowledge of DNS, DHCP.
- Installing, Maintaining and Troubleshooting Operating Systems. (Windows XP/7/8/10/11)
- Managing Active Directory tasks like creating users & user profiles.
- Microsoft O365 Admin and Assign the License.
- Configure the Company applications on Mobile.
- Basic knowledge of vSphere.
- Maintaining inventory of all Assets.
- Update status for Desktop/Laptop Status in service now like In Stock, In use, In maintenance etc.

Certifications:

- MS900- Microsoft 365 Fundamentals.
- Microsoft 365- Endpoint Administrator.

Achievements:

- Appreciated by company for Best Desktop Support Engineer in 2022.
- Appreciated by company for Best Support Engineer in 2020.
- Appreciated by company for Best Performer in 2018.
- Appreciated by company for Best Desktop Support Engineer in 2014.

Academic Qualification: -

- Bachelor of Computer Application regular degree course in Passed with first class from **SRTM** University in the academic year of 2010.
- HSC Passed with second class from **Latur Board** in academic year of 2005.
- SSC Passed with first class from **Latur Board** in academic year of 2002.

Personal Details:

Name: - Shishir Nilkanth Dige.

Marital Status: - Married.

Language Known: - English, Hindi, Marathi.

Permanent Address: - Ap-Andhori, Tq-Ahmedpur, Dist-Latur-413523.

Place:

Date:

Shishir Dige