Ajinkya Shankar Dange

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Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization. Also cordinate with clients day to day on call/Meet. •Total experience is 2.5 year's.

Experience

- **Tech Mahindra**   October 21-2021 - August 04-2023
  Project Support Associate on EBO
  1.•Tech Mahindra
  October 21-2021 - August 04-2023
  Support Associate on EBO
  I have some basic knowledge of system applications and links, Active directory.
  I am the spoke with the Pune location for new project setup cordinator and all IT
  as well as upcoming New Projects related work was done by me also I handled
  the VIL project.
  Also cordinate with clients day to day on call/Meet.
  I have 1.10 years of experience as an Project spoc(Single Point of Contact)pune
  location associate at EBO.
  I joined the Tech Mahindra company on October-21, 2021.
  My manager is Afiya Khan:- 99230 00974

- **Open view technology pvt.ltd**   Oct 26-2023 - July 23-2024
  Desktop support Engineer
  2.•Open view technology pvt.ltd
  26 Oct 2023 to July 23-2024
  Desktop support Engineer
  System Engineer
  Handled Customers with excellent communication skills.
  Technical Knowledge in troubleshooting base operating system issues.
  Troubleshooting Windows, Outlook, and Teams over remote and onsite support.
  Responding to customer's mail in-timely manner.
  Managed and resolved customer complaints.
  Identified and escalated complaints.
  Research, identify and resolve customer complaints using applicable software.
  Route tickets to appropriate resources and domains that can best support the
  user.
  Recognise, document, and alert the management team.

Projects

- **•Vodafone Idea EBO**
  Handaling software related issues.
  Good knowledge in printers scanners.
  Resolving the users issue on priority basis.
  Handaling client escalation.
  Set new upcoming projects.
- **Mahindra and Mahindra**
  Handaling the all issues related hardware and software.
  Good knowledge in printers scanners.
  Resolving the users issue on priority basis.
  Handaling client escalation.
- **Force Motors Ltd.**
  Leading the project FML Akurdi, FML Chakan, FML Chennai, FML Pitampura, Jayahind Ltd Pune Akurdi, Jayahind Ltd Pune Urse, FML Urse.

Education

- **Shri Shahaji High school tahsil Akkalkot district solapur Pune Bord**   March 2015
  SSC
  54.60%

- **C.B Khedgis collage Akkalkot Pune Bord.**   Feb-2017
  HSC

50.92%

- **punyashlok ahilyadevi holkar solapur University.**   Aug 2021
  Graduation in Economics
  64.75%

Skills

- •Installing, setting, and keeping track of computer networks and the equipment they contain.
- •laptops, printers, mobile devices, intranet connections, and email systems
- desktops. •Analyzing, identifying, fixing, and recording network and server problems
- •Establishing and keeping up system records and papers, such as user manuals and update logs.
- •Restoring service to prevent any unhappy customers or financial losses
- •Updating staff on system updates and modifications.
- •Good knowledge of active directory.
- •Good knowledge of DNS DHCP.
- •Remote related issues
- •Service desk related work
- •Handaling software related issues. Good knowledge in printers scanners. Resolving the users issue on priority basis. Handaling client escalation. Set new upcoming projects.
- •Handling the all issues related hardware and software. Good knowledge in printers scanners. Resolving the users issue on priority basis. Handaling client escalation.

Languages

- English Hindi Marathi

Additional Information

Date of Birth:- 11 March 2000
Marege status:- Single
Gender : Male
Nationality : Indian
Languages : English,Hindi,Marathi

Declaration

- I hearby declare that the information given above is true to the best of my information knowledge belief.