RITESH BOLE

IT Support Engineer

3 Years 8 Month | 9764205050 | Riteshbole007@gmail.com

> End User Support Specialist/Sr.Desktop Support Engineer/Incident Management/ITSM/AD/IT Operations and Services/On-site Desktop management/Asset management/corporate Apps Support/Associate onboard- offboard

Core Competencies

- Windows Support
- Remote Support
- Basic Network Support
- Outlook Configuration
- Troubleshooting
- Installation
- Onboarding
- Hardware Engineering
- End User Support
- Active Directory
- People Management

Technical Skills

- Hardware Networking
- MS Outlook
- Windows Server
- Active Directory
- CCNA

Personal Information

Date of birth   **02-Oct-1989**

Gender   **Male**

Address
122a,Vasant Nagar, Vijapur Road, Solapur.

Profile Summary

A dynamic, solution driven, inclusive technical systems expert with 3.8 years of extensive experience, partnering with executive teams to analyze, determine & implement solutions focused on achieving business results. Expert at using a balanced, pragmatic approach with measurable results in building client relationships, with support collaboration and influence at all levels of management to attract, develop, engage, and retain employees. Windows OS installation, configuration and support.MS outlook mail account configuration and support.OneDrive installation configuration and support. Initial login access support providing into company domain to new joiners. Users onboarding & Off-Boarding management process for credentials and assets delivering management support. Application/Tool Support Cisco Webex Communication Call, Chat and Meeting. System management Incident and request Handling.

Education

Diploma(CSE), 2011

A G PATIL POLYTECHNIC INSTITUTE (AGPPI)

12th, 2008

Solapur, Maharashtra

10th, 2005

Solapur, Maharashtra

City	Solapur
Country	India

Work Experience

❖ **End User IT Support**

AM/NS INDIA Pune, Maharashtra

➢ Remote Desktop and Remote assistance, Team viewer configuration, SCCM tool
➢ Installation & troubleshooting of VPN connection (Pulse Secure,Ivanti, Zscaler,)
➢ Strong knowledge on One Drive, SharePoint, Sharing folder, sharing device.
➢ Installation and troubleshooting of shared & network printer and Scanner.
➢ AD user's password reset, domain joining and provide security to user access.
➢ To support for CCTV, Biometric devices, Telephone devices.
➢ Mobile device management (MDM) device configuration & troubleshooting.
➢ Troubleshooting configuration & installation of E1, E3 , F3 license & MS office 10 or 16 std.
➢ Computer Assemble, Disassemble & Installing Windows XP/ 7 / 8 / 8.1 / 10 & 11
➢ Understanding of DNS, DHCP, Active Directory & SCCM (MECM)
➢ Mail Client Handled Microsoft Outlook: 2010/2013/2016 & O365
➢ AD user's password reset, domain joining and provide security to user access.
➢ Computer Hardware issue related support like HDD/RAM/MOTHER-BOARD
➢ Outlook configuration and troubleshooting.
➢ Troubleshooting of network connectivity & cabling.
➢ Diagnoses and resolves end-user network or local printer problems, Installing Software withUpdates and Antivirus & Support User Specific Software's.

July 2022 - Sep 2023

❖ **Desktop Support Engineer L1**

Firstsource Solutions Ltd. Banglore,Karnataka

➢ Configured Hardware,devices and software to set up workstations for employees.

➢ Worked in project for Client FirstSource Ltd,where we support more than 7 BPO processes.

➢ Perform encryption & patch management to implement and maintain system security.

➢ Patched software and installed new versions to eliminate security problems and protect data.

➢ Troubleshooting potential problems and eliminated before issues escalated.

➢ IT asset data collection on regular basis, actively involve any IT asset movement activity.

➢ Installation & troubleshooting of VPN connection (Cisco Any Connect,Zscaler)

➢ Working on IMS Ticketing tool for IT support in timely fashion.

- ➢ Addressing user tickets regarding hardware, software and networking.
- ➢ Assists with installation of computer software and operating system updates
- ➢ Manage incidents in Helpdesk which includes login, updating & resolving issues.

Oct 2019 – Sep 2021

❖ **Field System Engineer**

Archer InfoTech Sangali, Maharashtra

- ➢ Troubleshooting hardware and software issues.
- ➢ Provide instructions or directly set up desktop hardware
- ➢ Assists with installation of computer software and OS updates.
- ➢ Provide technical support to users.
- ➢ Walk customers through installing application and computer peripherals.
- ➢ Conduct Remote troubleshooting.
- ➢ Guide users with simple,step-by-step instrutions.
- ➢ Contacting clients to find out the nature of the problem.
- ➢ Use various methods to check their desktop, including logging into it remotely if required.