

Resume

Bhagwat Prabhakar Nagpure

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CAREER OBJECTIVE:

To manage an IT infra & its related services in a reputable organization where my technical skills, experience, and passion for technology can be utilized to support the company's mission and objectives.

Summary:

A dedicated and experienced IT Support with 6 years of experience providing technical support and troubleshooting for desktops, laptops, printers, and mobile devices. Proficient in Windows and MacOS operating systems, Active Directory, Microsoft Office, Firewall, Group Policy and remote desktop tools. Possesses exceptional communication, problem-solving, and analytical skills.

Work Experience: Total work experience is **6 years**.

- 1. Organization:** IMAEC LIMITED.
Job Location: Hinjewadi, Pune.
Period : working from 10.07.2023 to Till Current.
Work Profile: System Administrator.

Roles and Responsibilities:

- Responsible for organizing, modifying, and supporting a company's IT infrastructure and perform day-to-day IT activities, Etc.
- Server Administration: - Management of Active Directory, User & Group and Files & Backups, Sharing and Security permissions, Group and Security Policies.
- Experience & knowledge of Active Directory in creation for New Join users/ Group Policy, Permission.
- Operating System (Windows 11, Windows 10, Windows server 2019, Windows server 2022) installation and Support, Backup restoration activities on Client & Server (Veeam Backup Tools).
- User & Email management: - Microsoft office 365 admin console, Microsoft Outlook troubleshooting.
- Hardware: - Manage and maintain all Systems and Network hardware such as Laptop/Desktop & Servers, Printers, Firewalls (Sophos XG136 & XG126), EPBX Phone System, Biometric devices.
- System Administration: - Install and Maintain Windows Client OS, Software's all related Applications & Productivity tools, install security patches & upgrades, install of Drivers and Firmware updates., trouble shoot using Remote Desktop Tools. Ticketing Tools.
- Good knowledge of Microsoft courses i.e. A+, N+, MCSE, CCNA, ITIL Concepts
- Monitoring Local Area Network, Network Switches, Firewall (Sophos XGS136 & XG126), Wireless Access Point (Aruba, D-Link, Ruckus), Router, Internet Leased line, MPLS Links.
- CCTV network manage and monitor(Hikvision NVR and Cameras).
- Documentation: - Create and maintain all required System and Network Documentation, Policies and Standard Operating Procedures.
- SQL Server 2008, 12,19 etc. installation, creating database, data backup & database restore and troubleshooting.

- 2. Organization:** Robertshaw Controls Pvt Ltd.
Job Location : Viman Nagar, Pune.
Period : working from 07.02.2022 to 30.06.2023.
Work Profile : Information System engineer.

Roles and Responsibilities:

- Provided technical support for desktops, laptops, printers, and mobile devices to over 200 users in a Global MNC environment.
- Operating System (Windows 7, Windows 10, Windows server 2008, Windows server 2012) installation and Support.
- Experience & knowledge of Active Directory in creation for New Join users/ Group Policy, Permission.
- Experience & knowledge of DHCP, DNS, VM Ware Administration.
- Monitoring Local Area Network, Network Switches, Firewall (Cisco), Wireless Access Point (Aruba), Internet Leased line, MPLS Links.
- Check connectivity of Leased Lines / MPLS Line & sharing downtime report within IT-Team.
- Co-ordinate with Telephone Vendor to fix EPBX related issues
- Providing Desktop and Laptop support & applications related technical support to all employees working in the entire domain.
- Configuring email client on Laptop / Desktop as well as Smartphone is i.e.: Android, iPhone, etc.
- Configuring & troubleshooting of MS Office 365, Outlook2016,2013, Mail Clients, mailbox backup and resolved issue related to email account.
- Working Knowledge of Microsoft Word, Microsoft Excel, Microsoft PowerPoint, etc.
- Handling Backup restoration activities on Client & Server (Druva Backup Tools).
- Handling HP Thin Client, installing operating system & configure.
- Barcode printer and scanner installation and troubleshooting. (Zebra, Toshiba, TSC & Data Logic Scanner)
- Maintain IT Asset inventory & assist with Vendor (Negotiations, Procurement, Coordination, Follow-up), Basic Trouble shooting of CCTV Camera.

- 3. Organization : Surflex Technology Pvt. LTD.**
Client Location : Exide Industries Ltd, Chinchwad Pune.
Period : working from 01.03.2021 to till 05.02.2022.
Work Profile : Sr. service engineer.

JOB ROLE:

- Provided technical support for desktops, laptops, and printers to over 500 users in a corporate environment.
- User management with Active Directory.
- Provide 1st /2nd level Support on IT requests/incidents.
- Basic Knowledge of SAP GUI, SAP Versions GUI 740, 750, SAP S/4 HANA, QAS HANA, etc.
- SAP Basis related activities including SAP GUI installations, maintenance, and support, Monitoring and tuning of SAP instances, Operating System, and Database.
- OS Installation- win xp, win 7, win 8, win10, Software Install, Configure, Troubleshooting.
- MS outlook 7, 10, 13, 16 configurations, outlook backup & troubleshooting.
- User profile backup & restore, basic networking, Map drives, Data sharing.
- Printer installation, Network Printer installation and troubleshooting.
- SQL Server 2008, 12 etc. installation, creating database, data backup & restore and troubleshooting.
- Barcode printer installation, Barcode scanner & troubleshooting.
- Remote applications use VNC, Team Viewers, and Any desk.
- Troubleshooting Attendance Machine (Face Reading), CCTV Related issues troubleshooting.

4. **Organization:** CMS IT SERVICES PVT LTD.
Client Location: Exide Industries Ltd Chinchwad.
Period : working from 25.06.2018 to 05.03.2021.
Work Profile: IT Consultant (Desktop support engineer L2).
5. **Organization:** IDC Technologies Sol (I) Pvt. Ltd. (**Only 6 Month Project Duration**)
Client Location: AXA Business services Pune.
Period : working from 11.12.2017 to 31.05.2018.
Work Profile: Desktop support engineer L2.

TECHNICAL SKILLS:

- **SAP BASIS** (Business Application Software Integrated Solution) Course completed (Jan 2024).
 - Instance or SAP GUI Installation
 - Client Administration and Maintenance
 - Role and User Administration and Maintenance
 - Patches (SAINT/SPAM)
 - Database Management and Maintenance
 - Remote Function Call (RFC)
 - Transport Management System (STMS)
 - Daily Monitoring
- **Hardware and Networking:**
 - **Server Operating Systems** – Any one of **Windows Server 2022, 2019 & 2012, 2008.**
 - Basic Knowledge of **Azure Virtual Machines, Hyper-V, VM Ware, etc.**
 - **Good Knowledge of Microsoft certified professionals' courses i.e. A+, N+, MCSE, CCNA, ITIL concepts, etc.**
 - **Operating Systems:** Windows 7, 8, 10,11, MacOS, Etc.
 - **Applications:** Microsoft Office365,2013,2010,2007, Adobe, Antivirus Software, SAP, ERP, Etc.
 - **Tools:** Active Directory, DHCP, Remote Desktop, SCCM, Sentinel One, Symantec Endpoint. Etc.
 - Installing and configuring windows server **Active directory service.**
 - Basic Knowledge of **SAP Basis, SAP Versions GUI 740, 750.**
 - Installation of all **Microsoft Windows operating systems** (Win7, Win8, Win10)
 - Microsoft Windows maintenance, updating antivirus, updating windows.
 - **MS outlook** configuration, backup, restore and troubleshooting.
 - Disk Management, Partitions, Folder sharing, Access Permission
 - **Printer and scanners** installation and troubleshooting.

Professional Training

- **SAP Basis** Course completed at **KODAKCO consulting (Jan 2024).**
- **Hardware & Networking (A+, N+, MCSA, CCNA)** Course completed at **ATS InfoTech Ltd** at Pune.
- **Digital Photography** course completed at **MCED Pune.**

EDUCATIONAL QUALIFICATIONS:

BCA : Dr. D. Y. Patil college, Shahunagar, Pune (2015, 56.45%).

HSC : Lokmanya Jr. College, Chakur, Latur (2006, 50.50%).

SSC : Lokmanya Mahavidyalaya, Chakur Latur (2003, 68.26%)

PERSONAL DETAILS:

- Full Name : **Bhagwat Prabhakar Nagpure**
- Date of Birth : 04 Aug1987.
- Languages Known : Marathi, Hindi and English.
- Nationality : India
- Marital Status : Married
- Permanent Address : Survey No.128, 128/1, Flat No.7, Vandana co-op HSG Society, Nigdi Gaonthan, Pune -411044.

Personal strength:

1. Decision making, positive thinking, hard working.
2. Positive Attitude: Creating a positive work environment.

DECLARATION:

I hear by declare that all the above information is true to best of my knowledge.

Place: Pune.

Yours Faithfully

Date: / / 2024.

(Bhagwat P. Nagpure)