VINAYAK SAWANT

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Professional Summary

To succeed in an environment of growth and excellence and earn a job which provides satisfaction and self-development and help to achieve personal as well as organizational goal. Technology-inclined professional possesses strong troubleshooting capabilities and customer-oriented attitude. Experienced in providing network and software support to users and developing and implementing technical solutions. Adept at analyzing system performance and security to drive optimal user experience.

Technical Skills

- Troubleshooting of Network related Problem and Cable Crimping, Router and Switches Configuration.
- Active Directory
- Patch management
- Android Zebra TC77, TC57, TC8300, VMT-VC80X, Devices Configure, factory reset, OS Android Version upgraded.
- HPSC & SC3 ITSM Tool
- Successfully completed a course from learner planet including Office Automation &, Word, Power Point, and Excel
- Teamwork and Collaboration
- Remote Technical Support
- Software Upgrades
- System Configuration
- Hardware Configuration
- User Support

- Application Support
- Technical Support Expertise
- Asset Management
- Remote Desktop Support
- Problem Solving Abilities
- VMWare ESXI
- vSphere
- IT Security Management
- System Administrator

Professional Experience :-

1. Desktop Support Engineer & Technical Support Engineer (Oct 2022 to Present)
   EXPERIS IT PRIVATE LIMITED, Skoda Auto Volkswagen India Pvt. Ltd PUNE Chakan

- Installation of Windows 7, Windows 8 & Windows 10
- Dally Support to request from Corporate User
- Troubleshooting of Windows Application and OS
- Manage Active directory (AD) account password reset,account unlock,lockout source
- Windows Server OS upgrade
- Installation and configuration DHCP & DNS server
- DHCP backup and restoration using DHCP console
- Outlook Configuration and Troubleshooting Like MS Office7, MS Office10, MS office16 And Office365
- Support Remote Desktop Users
- Monitoring And Troubleshooting of Application
- (PRTG Monitoring, FIS Monitoring)
- GUI Monitoring for ESL Devices
- GUI Monitoring for Pads4 Application
- Asset Management, Vendor Management

- Troubleshooting of Configuration of Desktop, Laptop, Printers, Document Scanner, Bar-code Scanner, Windows and Android Device, RFID Redder, Pads4 Screens Configuration
- Troubleshooting And Configuration of EQS And MPS System
- Installation And Management of Antivirus and Application on End point Devices.
- Troubleshot potential problems and eliminated before issues escalated or cascaded
- Monitored network performance and provided network performance statistical reports for both real-time and historical measurements
- Performed encryption, firewalls and patch management to implement and maintain system security

Education

Bachelor of Commerce   **Oct 2020**
TYBCOM Anandibai Damodar Kale Collage, Mumbai University   Mumbai University

HSC   **2017**
Anandibai Damodar Kale Collage, Mumbai University   Mumbai

Jetking Certify Hardware Networking Engineer   **2015**
JCHNE   Mumbai

SSC   **2013**
Shree Ekveera Vidyalaya School, Maharashtra University   Mumbai

Languages

Marathi

Bilingual or Proficient (C2)

Hindi

Bilingual or Proficient (C2)

English

Upper intermediate (B2)