

## **Mr. Ankit Balaso Benake**

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**Location:** Pune

### **Objective:**

To succeed in an environment of growth and excellence and earn a job which provides me Satisfaction and self-development and helps me to achieve organizational goal.

### **Career Summary:**

Result-oriented and knowledgeable technical support Engineer with proven track record of employer and client satisfaction in providing technical support and customer service to client. Ability to use all the technical support tools and help client as per the requirement .

### **Work Experience:**

#### **1. Global service desk Engineer**

- **Company:** Kpit Tecnologies ltd. ( Payroll VDA infosolution pvt Ltd )
- **Designation:** Global service desk Engineer
- **Duration:** 1th february 2023 To 3th june 2024(1 year 3 months)

#### **Roles and Responsibilities:**

- Working as Global service desk Engineer Kpit ltd
- In kpit we give remote support for kpit as well client engineer..
- We work on issues such as Global protect vpn, software issue, security tools issue, outlook issue, system configuration, bitlocker , password reset etc.
- Working on assist ticketing tool.
- Understanding of basic IAM concepts such as authentication, authorization, and access control.
- knowledge of multi-factor authentication method.
- Take ownership of engineer issues reported and see problem through to resolution.
- Research, diagnose , troubleshoot and indentify solution to resolve customer issues.
- Follow standard procedure for proper escalation of unresolved issues to the appropriate internal teams
- Ensure proper recording and closure of all issues
- Prepare accurate and timely report
- Follow the SLA for issues with respect to the severity

## **2. Technical Support Engineer**

- **Company:** Infosys BPM limited ( Intel project ) .( Payroll shell info Technologies pvt Ltd )
- **Designation:** Technical support Engineer
- **Duration:** 18<sup>th</sup> August 2022 To 30<sup>th</sup> November 2022

### **Roles and Responsibilities:**

- Working as Technical support Engineer Infosys L1( intel project ).
- In Intel project we give support for intel associates as well VIP users of intel.
- We work on issues such as cisco any connect mobility, vpn, outlook issue, system configuration
- Working on service now ticketing tool.
- Follow standard procedure for proper escalation of unresolved issues to the appropriate internal teams
- Follow the SLA for issues with respect to the severity

## **3. Desktop Support Engineer**

- **Company:** GCI Solutions Pvt Ltd (Payroll Innovative Digatech Services)
- **Designation:** Desktop Support Engineer
- **Duration:** 16<sup>th</sup> April 2021 17<sup>th</sup> august 2022

### **Roles and Responsibilities:**

- PC Desktop support for 340 + corporate users in Windows Domain Environment.
- Troubleshooting on all desktop infrastructures, office connectivity, webcast and all related issues.
- Working on backlog tickets.
- Coordinating with the team to solve escalations.
- Provide instruction to end users on software and documentation on software installation

## **Educational Qualification**

Course	College/Name	Board/University	Year	Percentage
10 <sup>th</sup>	Shri Chatrapati Shivaji High school, Mangaon.	Maharashtra StateBoard of Secondary and Higher SecondaryEducation, Pune	2013	88.55%
12 <sup>th</sup>	The New College ,Kolhapur	Maharashtra StateBoard of Secondaryand Higher Secondary Education, Pune	2015	60.00%
B.E	Dr. J. J. Magdum College Of Engineering Jaysingpur Kolhapur	Shivaji University, Kolhapur	2019	63.06%

## **Declaration:**

I hereby declare that the above-furnished information is genuine and correct to the best of my knowledge.

**Date:** .....

**Place:** .....

**Signature**