

# MAYUR BAYAS

## DESKTOP SUPPORT ENGINEER L1 AND L2

PHONE | (+91) 8390163524  
EMAIL | baismayuresh@gmail.com  
LOCATION | Pune, INDIA  
EXPERIENCE | 5 Years 6 Months

### Key Skills

- SLA
- VPN Server
- Active Directory Support
- LAN Troubleshooting
- Desktop Administration
- Desktop Support
- Computer Hardware
- Desktop Engineering
- Mobile Hardware Engineer
- Hardware
- Software
- Network Troubleshooting
- Hardware Support
- Hardware Installation
- IT

### Certification

- TYBA
- Advance Hardware Networking

### Languages

### Profile Summary

As a Desktop Support Engineer L2, I am an expert in troubleshooting and resolving technical issues related to computer hardware, software, and networking. I possess extensive knowledge of operating systems such as Windows as well as experience with Active Directory, DNS, DHCP, and TCP/IP. I am skilled in installing, configuring and maintaining PCs, printers, scanners, and other peripherals. Additionally, I have a solid understanding of security measures and protocols and can ensure the protection of valuable data and information. My ability to communicate effectively, both verbally and in writing, allows for easy documentation of technical resolutions and interactions with end-users.

### Work Experience

#### Desktop Support Engineer L1 and L2

3i-Infotech.pvt Ltd  
04/2022 - 05/2024

desktop support Engineer L2, network admin  
L1,SAP configuration

#### Desktop Support Engineer

Gtechnosoft Pvt Ltd  
05/2021 - 04/2022

desktop support Engineer, IT support four year  
experience in installation configuration  
software ticketing tool

#### Field Technician Engineer

- Hindi
- Marathi
- English

TVS Electronics (Dell service centre)

04/2018 - 08/2020

desktop support Engineer L2

**Field Technician Engineer L2**

Aadvika Invoitec.pvt ltd (Dell service center)

09/2020 - 05/2021

## Education

**Bachelor of Arts - economic**

2019

Open Univarcity

**B.A - Fine Arts**

2016

OPEN UNIVERSITY PUNE