

RAVINDRA G. BAND

Desktop Support Engineer

Phone: 8275393872 Email: -raviband20@gmail.com
LinkedIn id: - <https://www.linkedin.com/in/ravindra-band-894b50242/>

CARRIER OBJECTIVE

Looking for a position of Desktop support Engineer in an organization where I can implement my technical skills for achieving company's goals along with offering exceptional customer service to customers

PROFILE SUMMARY

- Over 9 years of Total work experience .
- Sound knowledge of Operating systems and web applications
- Ability to learn about new software and hardware
- Skilled in conducting analysis of technical issues
- Ability to diagnose and troubleshoot technical issues
- A Team player with excellent communication skills

PROFESSIONAL EXPERIENCE

Jay Ambe (Akola) Desktop Support Engineer Dec.2022 to Apr. 2024

Key Deliverables

- Identifying solutions related with software and hardware technical issues
- Troubleshooting and diagnosing account setup & network configuration related issues
- Providing technical assistance to clients via phone calls,emails,chats
- Identifying the root cause of technical problem by connecting with users/clients
- Escalations of technical issues to respective teams
- Operating System:-Installation of Windows 98/XP/Windows8/windows10/11.
- Antivirus installation,update
- Network printer troubleshooting,configuration,installation.
- M.S.office installation,troubleshooting.
- Active directory(user creation,user accountlock,unlock),
- mictosoft outlook configuration,profile creation,troubleshooting.
- Microsoft teams' installation
- HP Asset manager through keep asset Details.
- Microsoft Office-365 Installation, configuration
- Windows Server Installation-2008,2008R2,2012,2012R2

Vijay Logistics Pvt Ltd Pune:-System Administrator Aug-2022 to Oct.2022

Key Deliverables

- Identifying solutions related with software and hardware technical issues
- Troubleshooting and diagnosing account setup & network configuration related issues
- Providing technical assistance to clients via phone calls,emails,chats
- Identifying the root cause of technical problem by connecting with users/clients
- Escalations of technical issues to respective teams
- Operating System:-Installation of Windows 98/XP/Windows8/windows10/11.
- Antivirus installation,updatation
- Network printer troubleshooting,configuration,installation.
- M.S.office installation,troubleshooting.
- DHCP,DNS,
- Active directory(user creation,user accountlock,unlock),
- Ticketing tool(service now),(Incident,Request)
- mictosoft outlook configuration,profile creation,troubleshooting.
- Microsoft teams' installation
- HP Asset manager through keep asset Details.
- SCCM server, Patching, security,osd,(through O.S installation).
- HP server installation, troubleshooting
- Microsoft Office-365 Installation, configuration
- Windows Server Installation-2008,2008R2,2012,2012R2.
- ERP:-user creation,access,party creaton,rate chart creation etc

G-mail domain admin portal,creating ,deleting,user,data migration,gmail backup etc

John-Deere India Ltd,Nagpur:-Sr.Desktop Support Engineer Mar.2021 to July.2022.

Key Deliverables

- Identifying solutions related with software and hardware technical issues
- Troubleshooting and diagnosing account setup & network configuration related issues
- Providing technical assistance to clients via phone calls,emails,chats
- Identifying the root cause of technical problem by connecting with users/clients

Escalations of technical issues to respective teams

- Operating System:-Installation of Windows 98/XP/Windows8/windows10.
- Antivirus installation,updatation
- Network printer troubleshooting,configuration,installation.M.S.office installation,troubleshooting.
- DHCP,DNS,
- Active directory(user creation,user accountlock,unlock),
- Ticketing tool(service now),(Incident,Request)
- mictosoft outlook configuration,profile creation,troubleshooting.
- Microsoft teams' installation
- HP Asset manager through keep asset Details.
- SCCM server, Patching, security,osd,(through O.S installation).
- HP server installation, troubleshooting
- Microsoft Office-365 Configuration,installation
- Windows Server Installation-2008,2008R2,2012,2012R2.
- ERP:-user creation,access,party creaton,rate chart creation etc
- G-mail domain admin portal,creating ,deleting,user,data migration,gmail backup etc
- LAN Configuration,IP configuration

**Wadhokar Group of Companies Pune: -Desktop Support Engineer
Sep.2017 To Dec. 2020**

Key Deliverables

- Operating System:-Installation of Windows 98/XP/Windows8/windows10.
- Antivirus installation,updatation
- printer troubleshooting,configuration,installation
- CAD,CAM,CATIA Software installation
- .M.S.office installation,troubleshooting.
- DHCP,DNS,
- Active directory(user creation,user accountlock,unlock
- NAS storage Device Configuration
- HP server installation, troubleshooting
- Windows Server Installation-2008,2008R2.
- ERP:-user creation,access,party creaton,rate chart creation etc
- G-mail domain admin portal,creating ,deleting,user,data migration,gmail backup etc

Kundan Cars Pvt Ltd.Pune: - IT Assistant: -Nov.2014 to Aug 2017

Key Deliverables

- Operating System: -Installation of Windows 98/XP/Windows8
- Aantivirus installation, updating
- printer installation configuration troubleshooting, ..
- M.S. office installation, troubleshooting.
- IP Configuration
- Hardware/Software troubleshooting

Aplab Ltd Pune, Customer Support Engineer :- Sep.2013 to Oct.2014

Key Deliverables

- Operating System:-Installation of Windows 98/XP/Windows7
- Antivirus Installation,updatation
- printer troubleshooting,configuration,installation.
- M.S.office installation,troubleshooting.
- Banking software troubleshooting,CDM,Passbook printer troubleshooting

EDUCATION

- **Bachelor Of Engineering in Computer Science From SGBAU(Persued)**
- **Diploma in Engineering with Information Technology** from Mumbai Board(2008- 2011) First Class Dist. (Aggregate 71.26%, 6th Sem per. 76.28%)
- **I.T.I. COPA (Computer Operator & Programming Assistant)** with **First Class** from Maharashtra Board (78%)
- **H.S.C. Exam** (2004) with **First** Division from Amravati University (70%)
- **S.S.C. Exam** (2002) with **First** Division from Amravati University (60%)

CERTIFICATION

- **HARDWARE & NETWORKING DIPLOMA (2018)**
- **SCRUM MEMBER (2021)**
- **C++ (2008)**

TECHNICAL SKILLS

- Knowledge of windows Operating System
- Sound knowledge of LAN/WAN/MAN
- Extensive Knowledge of Computer Systems
- Networking Configuration
- Knowledge of DHCP, DNS, AD DS server

PROJECT

“Home Appliances Controlling”

The project was done in Diploma final year. Today's home appliances controlling is too much hard and time consuming, instead of that the system who takes less time is preferable to all us. Home appliances controlling is one of that. In this system the user on/Off his home appliances by just clicking On or Off button on the screen. But every system has their advantages and disadvantages of this system is increasing the home appliance it required really circuit obviously it cost is increases. This system is very useful to home and office.

PERSONAL TRAITS

- Quick Learner
- Adoptable
- Problem Solver.

PERSONAL INFORMATION

- **Date of Birth:** 02, JUNE,1989
- **Gender** Male
- **Marital Status** Single
- **Permanent Address** At Post: -sasti Tal-patur Dist. Akola

I hereby declare that the information furnished above is true to the best of my knowledge.

Ravindra G. Band