



SANKET WALKE

Pune 411014

Sanketwalke3@gmail.com/ +91-7620438125

SUMMARY

Adept Technical Support Engineer with a proven track record at Mendiratta Business Solutions Pvt. Ltd., specializing in technical troubleshooting and problem-solving. Excelled in remote client assistance, significantly enhancing system functionality and user satisfaction. Mentored juniors, emphasizing skillful issue resolution. Expert in system troubleshooting, blending technical acumen with strong interpersonal skills.

SKILLS

- Technical Support
- Technical Troubleshooting
- System Troubleshooting
- Problem-Solving

EXPERIENCE

Sr Associates Tech Support / Knovaone (Mendiratta business solutions) -Pune

04/2023 - 06/2024

- Installed and configured operating systems and applications.
- Documented faults and bugs for referral to development staff for use in updates.
- Served as an escalation point for challenging technical inquiries, demonstrating expertise in product knowledge and problem-solving abilities.
- Mentored junior members of the team on best practices in issue resolution techniques.
- Provided remote assistance to clients, ensuring timely resolution of software and hardware concerns.

Document specialist / ICE MORTGAGE TECHNOLOGY

12/2020 - 04/2023

- Testing on ADR and ADE also supports IT Dept. / Check whether the data is extracted properly or not.
- Review and verify borrowers' income, credit reports, employment histories, property appraisals and title
- Insurance information to prepare loan applications for underwriting submittal
- Verification and Auditing of Documents
- Documents collection, find out Queries, Analyze
- Queries & making standard Procedures.

EDUCATION AND TRAINING

BSC Computer Science

2020

Pune University Maharashtra State Board

H.S.C: Mahasatra State Board

2015

S.S.C: Mahasatra State Board

2013

DECLARATION

I hereby declare that above furnished particulars are true to the best to my knowledge and belief.

LANGUAGES

Marathi: First Language

English:	B1	Hindi:	C2
Intermediate		Proficient	

PERSONAL DETAILS

Phone : 7620438125
Email : sanketwalke3@gmail.com
Address :June sai baba mandir, Yashwant Nagar, Kharadi Pune 411014.

ACHIEVEMENTS

- Shinning Star Of The Month.
 - Maintained targets and Productivity 100%
 - Highest Productivity In AIQ (Automated Intelligence Quality)
- REWARD