

Resume

Name: Tushar Shinde

Contact No: 8446576006,8010891167

Email: tusharshinde3839@gmail.com

Objective:

To get a professional opportunity to associate with an organization where my technical knowledge and personal skills will be honed and synchronized with company's vision.

- ☐ Hard work
- ☐ Innovation
- ☐ Profitable growth

Work Experience:

- **LG Electronics India PVT LTD**
Period: Jun-2020 To Dec.-2020
Department: IT Support Team
Designation: Trainee IT support Engineer
- **Hiring Life IT Consultancy**
Period: Jan.-2021 To Oct.2021
Department: IT Support Team
Designation: IT Field Desktop Support Engineer
- **I-Four Transformation Pvt. Ltd.**
Period: Dec. 2021 To Till Date
Department: IT Field Support Team
Designation: IT Executive

Job Description:

- Install and troubleshoot operating system (Win XP, Win Vista, Win 7, Win 8 and Win 10, Win11, Window Server 2008).
- Work on Server Installation windows 2008 & 2012.
- WLAN and VPN two Factor authentication setup and Troubleshooting.
- DNS, DHCP, AD, and Email Account Management.
- Configure Firewall, Router, Switch, Access Point & Networking.
- Installing Symantec Endpoint Protection antivirus & troubleshooting virus related problem.
- Knowledge of Domain and workgroup.
- Installation, Configuration & Maintenance Local & Network Printer and Scanner.
- Sharing folder, sharing device & printer, Map drive.
- Maintaining data back up all File, Folder & Mails.

- Handling Customer Compliant within TAT Period and Consult and Escalate Tickets to 2nd/3rd level Support to find resolution.
- Conduct Remote Desktop troubleshoot at end-users along with documentation ticket Maintenance.
- Operational Documentation and Knowledge base Maintenance.
- Installing Drivers and Various type of Application Software.
- Application Support – Installation, Configuration and Troubleshoot of end user applications like MS Office, Adobe reader, Google chrome, winrar, 7zip, Mozilla, SAP, Anti-Virus etc.
- Configuring Microsoft outlook Email like POP3, IMAP, outlook365 mail for user.
- Administered Citrix and provided Windows support.
- Resolved network issues and set up network security.
- Implemented and updated network and system security systems.
- Monitored system operations and generated daily and weekly performance reports.
- Maintained related Windows networking and established remote accessibility.
- Identified and resolved LAN and WAN network issues affecting Citrix network.
- Reviewed and recommended new software and updated existing network software.
- Maintained and tracked server performance data and generated related reports.
- Developed effective training programs for other Citrix administrators on staff.
- Analyzed system operations to ensure better end-user experience.

Technical Skills:

- Completed Computer Hardware Networking Course
- Completed in 'C Language'
- Knowledge of Ethernet Communication
- Good Experience in part Replacement (like Motherboard, SMPS Replace)

Education/Qualification:

Education/Qualification				
Sr. No.	Degree.	University/Board.	Marks/Class	Year
1.	S.S.C.	Maharashtra State Board	61.40%	2015
2.	H.S.C.	Maharashtra State Board	45.23%	2017
3.	D. E&TC	MSBTE	64.50%	2019

Personality traits:

- ☐ Adaptable
- ☐ Good Managerial and interpersonal skills Soft spoken and friendly
- ☐ Patience

Other Qualification:

- ❖ Basic knowledge of Computer.
- ❖ MS-CIT
- ❖ Knowledge of Internet.
- ❖ Communication Skill & Managing Skill.

Strength:

- Sincere & hard working.

I always pay my words.

- Well behave, disciplined, Positive attitude.
- Good written and verbal communication.
- Deterministic and flowing nature.

Personal Details:

Name:	Tushar Asaram Shinde
Date Of Birth:	25 th June. 1999
Sex:	Male
Marital Status:	Unmarried.
Nationality:	Indian.
Mother Tongue:	Marathi.
Other Languages:	Marathi, Hindi, English.
Address :	Flat No. 301, Rajeshwari Heights, Sane Colony, Sane Chowk, More Wasti, Chikhali, Pune-411062.

I hereby declare that the above furnished information is true to the best of my Knowledge and belief.

Place: Pune

Date: / /

Yours Faithfully,

Tushar A. Shinde