Prathmesh Arun Patil

Customer Support Engineer (Technical Support)

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Date of birth 1994-06-26

Multi-Functional Expert, Technically Inclined and Highly Empowered Professional With **5 plus years' experience in IT, Tech Support, Server Support, Remote Support, New Launch Initiatives, Technical Analysis.**

Experience

2017-11 - present	**L2 - Technical Support- Customer support engineer**

Tecnimont ICB Pvt Ltd

- Working on incidents and service requests as logged by various clients and providing resolution within an SLA. Team size of more than 3000 people.

- Solving issue of the server hardware Related Managing compliance on workstations and laptops as per company standards.

- Performing backups (Dell POWER VAULT TL1000), maintaining backup castes LTO 4, 5 & 6. Troubleshooting and problem resolution for servers associated.

- Outlook ID/Password reset and id creation on office 365.

- Working on tools like Windows, MAC OS, and MSOffice 365.

- Installing Windows operating system XP, 7 & 10, Microsoft office 365, Adobe Autocade, Navis Freedom, Navis Simulate, Adobe Acrobat, Kofax PDF Pro, Primavera (configuring local database), Milemate.

- Troubleshooting Web application, adding java exception along with TCP port & modifying Windows registry.

- Troubleshooting Desktop, Laptop, Apple Mac, Tower Server and Printer Hardware and software issue.

- Troubleshooting on various issues like bit locker, Symantec, office O365, OS issues, hardware issues, client end software's installation.

- Troubleshooting networking issues on computer. (LAN, Wi-Fi, & Intranet).

- Providing a remote support through Dameware (2017-2020), team viewer (2020-Present).

- Installing new CCTV cameras, configuring CCTVs on application, maintaining, coordinating for vendor for software issue.

- Configuring switch basic (Configuring IP, subnet, gateway, DHCP pool, VLAN & assigning VLAN), Taking switch backup.

- Setup conference hall, Projector (Epson), Video Conference machine (Logitech), Mic & Speakers.

- Co-ordination with Vendor & Service Provider (Writing Emails & Latter's).

- Purchasing IT assets, creating MR, LPR, maintaining office Asset, non-asset, and software license inventory.

➢ **IT setup in sites**

Mumbai international Airport (Andheri, Mumbai)

Tecnimont Pvt. Ltd.

Solvay Specialties India Private Limited, Panoli, Gujarat

HMEL Site (Guru Govind Singh refinery) Bathinda, Panjab

Paradip (IOCL refinery) Paradip, Odisha.

Dumad (IOCL refinery) Vadodara, Gujrat

2015-08 - 2017-10   **Desktop support L2 — Desktop support engineer.**

Wipro Pvt Ltd

- Working on incidents and service requests as logged by various clients and providing resolution within a SLA. Team size of more than 3000 people.
- Hands experience on Server, laptop, desktop, FIDS (flight information display system, PIDS, Kiosk machine hardware troubleshooting
- Training Junior Engineers.
- Resolving issue related hardware and networking.
- Assembling & Troubleshooting of Desktop, Laptop, Server, Thin client & All-In-One PC's.
- OS Installation of Windows XP, 7, 8, 10, Windows 2K8, 2K12, 2K16.
- Maintain weekly Spare testing reports.
- Handel Customers as well as Field   Engineers Escalations.
- Check Purchase Vendor spare and doing Quality checking.
- Quality checking of server's part's like as a HDD, Processor, RAM, Server Board, RAID
- Controller, Chassis, Server Battery.
- Resolving issues of Flight information display system (FIDS), Perimeter Intrusion Detection Systems (PIDS), CCTV, KIOSK, VoIP phone.
- Resolving MF Printer, Desk Printer, Zebra Printer (barcode and tickets).
- Coordinating with concern vendor to resolve application, network, Printer issues.

Prathmesh Arun Patil
Customer Support Engineer (Technical Support)

Education

2011-06 - 2013-05   **Ambiste Collage of Arts**

Std. XI and XII

XII Board Results - 56.00 %

2001-06 - 2011-04   **Anand Laxman Chandavarkar**

Std. I to X

X Board Results – 53.00 %

Certificates

2020   Microsoft window server 2K16

2016   CCNA

Interests

Adventure, Cooking, Sports

Skills

Team management

Planning and strategy

Ticketing Tools (Service Now).

Microsoft Office (word, excel, outlook, power point, one note, Teams, One drive)

Languages

English — Written & Oral

Marathi — Written & Oral

Hindi — Written & Oral