

MOHNISH SALUNKE.

TECHNICAL SPECIALIST

PHONE | (+91) 9892886425
EMAIL | salunkemohnish@gmail.com
LOCATION | Pune, INDIA
EXPERIENCE | 8 Years 0 Month

Key Skills

- Windows Troubleshooting
- DNS Configuration
- Team Leading
- Windows Administrator
- Windows Server
- Networking Lan /Wan
- Active Directory
- Ticketing Tool
- Service Now
- Landesk
- ITIL Workflow
- ITSM
- IT Support-L1
- L2
- L3
- Remote Support

Certification

- Maharashtra State Board Technical Education.

Languages

Profile Summary

LAN/WAN/Administration, System Administration, Active Directory Management, Technical Support, Systems Installation, Service desk, Remote Admin, Technical Support L2, L3, IP Address management, more than 7.4 years of experience in IT field. Windows Updates, service desk, client handling, escalation handling

Work Experience

Technical Specialist

HCL Technologies
04/2022 - Present

1) Diagnosing and Troubleshooting: As a Technical Support Engineer responsible for diagnosing and troubleshooting software and hardware issues. This includes resolving network problems, configuring operating systems, and using remote desktop connections to provide immediate support. 2) Customer Issue Resolution: take ownership of customer-reported issues and see them through to resolution. This involves researching, identifying solutions, and ensuring that system issues are addressed effectively. 3) Effective Communication: Whether via phone, email, or chat communicate with clients, guiding them through a series of actions to solve technical problems. For more complex issues, you may provide clear, written instructions

- English
- Hindi
- Marathi

Technical Support Engineer

Infosys BPM Limited

10/2021 - 04/2022

working as google workspace admin, Creating ,managing users,OU on google admin console.Reset password .Create new users. managing users account troubleshooting of gmail issue.manage subscription,end client support for workspace issue Review pre-built roles We've created administrator roles for performing common business functions that you may be able to use out of the box???one role for managing users, another for groups, another for services, and so on. Create custom administrator roles If the pre-built roles don't meet your needs, create your own custom roles. For each custom role, choose from the same set of privileges used in the pre-built roles, grouping them however you want. Assign roles to users Assign administrator roles to users that let them perform the tasks you want them to manage. For roles that permit managing users, optionally assign the organizational unit you want them to manage.

Technical Specialist

Ca-one

04/2021 - 10/2021

Working on Google workspace admin to support client Infosys

Senior Desktop Support Engineer.

Nityo Infotech..

09/2020 - 04/2021

working as senior system engineer at Mastercard

System Administrator

Credence Resource Management

09/2019 - 04/2020

WindowsSystem Administrator,Managing Active directory,Desktop Troubleshooting ,Application troubleshooting,Win 10,Win 7,Sever2012,2016,Remote Support,Remote Admin,

System Administrator

Wipro Ltd

03/2018 - 09/2019

Desktop Support, Troubleshooting windows
System applications ,Managing network
issues,coodinate with global customer for
resolution of there tech issues

Desktop Support Engineer

Nityo infotech

08/2015 - 03/2018

Working as desktop support engineer provide
support to international client Citi Bank.

Education

PG Diploma - Computers

2020

Savitribai Fuley Mahila College, Washim

Diploma - Computers

2018

Pune

Grade - 56%

10th

2009

Maharashtra , Marathi

Grade - 70-74.9%

Projects

System Admin

549 Days

working as system admin on roll of Wipro