

Location: Pune

Career Objective:

Looking for challenging career in an organization which extracts my efforts with its corporation, providing a healthy environment to bring the best of my ability and contributing towards the growth of organization, my nation and mankind.

Education Qualifications:

Qualification	School/College	Percentage
B.E	Priyadarshini College of Engineering	59.84%
12 th	VMV College of Science	52.83%
10 th	VMV College of Science	66.73%

Work Experience:

- **Company:** Yash Technologies (Payroll: Evision Technolab Pvt. Ltd)
- **Designation:** Desktop Support Engineer
- **Duration:** 21st November 2022 to till now.

Technical Experience:

- Install and configure Operating Systems: Windows 8 and 10 windows 11.
- Good Knowledge of Windows Server 2016 Services with all vital domain services.
- Setting up Wireless NIC, Local and Network Printer Setting and Configuration.
- Remote Management through Team Viewer, Bomgar, Microsoft Teams and Ammy Admin to solve Windows and Software Installation,
- Take care of all the Internal Office Software's Support.
- Good hands on experience Backup & Restore of Mails, Profiles in Mailing Client MS Outlook.

Job Responsibilities:

- I was giving support of 250 systems including Desktop, Laptops, Local and Network Printers.
- Remote Management through Team Viewer, VNC, Remote Desktop to solve Windows and Software issue.
- Installation and troubleshooting of all kinds of applications used in Company .

- Handling customer escalations and providing solutions for the same.
- Troubleshooting issues in Mails, operating systems, software/application, servers and networking device.
- Configure access to Shared Folders, manage shared Folder Permissions, Configure file System Permissions, Ownership of files and folders.
- Configuration of New user Profile, IP Address and LAN.
- Installations of Scanner, Printer of different Vendor (HP, & Cannon) and troubleshoot the Setting and Configuration.
- Mobility solution like configuring Apps, Emails of Samsung, I-PAD, I-Phone.
- Video Conference facility support (Webex, Microsoft Teams etc).
- Vendor Management - Coordinate with vendors for hardware/Software/Network calls.
- Inventory Management - to compile complete inventory of IT equipment's.

Personal Details:

- Name : Akshay Gangotri
- D.O.B : 26-09-1995
- Languages Known : English, Hindi
- Permanent Address : House No 564 Opposite Darshan Tower Hotel Old School Gym
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Declaration:

I hereby confirm that the above mentioned details are correct up to my knowledge.