SHRIKANT SHINDE

📞 777 6968 929   @ Shindeshree0201@gmail.com   ☆ DOB - 02 Sept'1993

SUMMARY

With exceptional organizational skills at the forefront of my professional toolkit, I excel in managing multiple priorities seamlessly within fast-paced, dynamic environments. My adeptness at coordinating various tasks and responsibilities simultaneously ensures efficiency and effectiveness, making me a valuable asset to any team seeking to thrive in today's bustling business landscape.

SKILLS

Technical support	VIP user support	Software Installations	System Upgrades	Hardware Expertise

Troubleshooting and Diagnosis   **Organizational Leadership**   **End-User Training System Upgrades**

Technical Specifications   **Handling Team**   **Microsoft Outlook**

EXPERIENCE

01/2024 - Present

Talegaon MIDC

Sr. IT Executive
Ecopack India Paper Cup Pvt. Ltd

- Oversaw seamless operation of computer systems, networks, and servers, delivering robust technical.
- Support and issue resolution.Installed, configured, and maintained operating systems and software, ensuring optimal system performance.
- Managed LAN/WAN infrastructure, guaranteeing reliable connectivity and network efficiency.
- Executed regular system backups and enforced disaster recovery protocols to safeguard data integrity.
- Upheld stringent security measures to protect company data and prevent unauthorized access.
- Collaborated on system upgrades and enhancements, contributing to continuous improvement efforts.
- Provided responsive technical assistance to end-users, resolving a wide range of hardware and software problems.
- Administered user accounts and access controls, maintaining precise authorization levels.
- Documented system configurations and maintenance procedures, streamlining troubleshooting processes.
- Kept abreast of technological developments, aligning system administration practices with industry standards.
- Maintained corporate IT infrastructure, including computing devices, network components, and security updates.

EXPERIENCE

04/2023 - 11/2023

Shivaji Nagar, Pune

Sr. System Administrator

Fencer Services Pvt. Ltd.

- Streamlined operational tasks and provided mentorship to junior staff on industry best practices and standards.
- Delivered expert issue resolution and escalated complex problems with proficient support and exemplary service.
- Maintained a flexible schedule, ensuring rapid and precise response to after-hours and weekend emergencies.
- Enhanced system security and performance through proactive modifications and updates.
- Collaborated with users to identify and implement necessary system improvements.
- Developed accessible online documentation to facilitate employee self-service in resolving routine issues.
- Educated and guided users in the proper utilization of software and hardware, optimizing system functionality.
- Performed essential troubleshooting to isolate and resolve prevalent system issues.
- Managed user access by assigning appropriate file and database permissions.
- Ensured optimal system operations by executing timely upgrades and repairs.
- Executed comprehensive systems management, including data backup, restoration, and support for operating systems and files.
- Engaged actively in IT departmental meetings to drive continuous improvement and elevate IT service delivery.

11/2022 - 01/2023

Chakan MIDC

IT Support Technician

Mahindra Integrated Business Solutions Pvt. Ltd.

- Delivered premium technical support to VIP users, ensuring optimal service satisfaction.
- Expertly managed call logging via the BMC Portal to track and resolve issues efficiently.
- Conducted regular Outlook PST backups to safeguard critical email data.
- Coordinated asset allocation and surrender, streamlining equipment distribution and recovery.
- Skillfully handled user issue escalations, providing timely and effective resolutions.
- Orchestrated operations with a focus on quality and consistency, enhancing overall productivity.
- Facilitated comprehensive training programs for new employees, fostering a skilled workforce.
- Maintained an up-to-date IT asset inventory, proactively reordering supplies to avoid shortages.
- Upheld a safe and engaging work environment, promoting a positive and productive culture.

06/2022 - 11/2022

Shivaji Nagar, Pune

System Engineer

Vintech Electronic system Pvt. Ltd.

- Expertly managed IT assets, ensuring optimal allocation and utilization.
- Efficiently resolved technical issues, maintaining system integrity and performance.
- Proficient in ticket logging, consistently resolving within Service Level Agreements (SLA).
- Skilled in system installation, setup, and configuration for peak operational efficiency.
- Specialized in Outlook configuration and troubleshooting, enhancing email communication.
- Implemented reliable Outlook PST backup strategies, safeguarding critical data.
- Adept at software installation and troubleshooting, ensuring seamless user experiences.
- Provided comprehensive support for remote locations, ensuring uninterrupted operations.
- Mastered remote troubleshooting techniques, delivering swift and effective solutions.

EXPERIENCE

06/2021 - 06/2022

Kanhe, Pune

Team Leader - IT

Mahindra Integrated Business solution PVT LTD

· Spearheaded dynamic team management and efficient shift coordination.
· Managed comprehensive tracking and strategic allocation of IT assets.
· Executed asset surrender protocols and maintained meticulous monthly MIS reports.
· Orchestrated operations with an emphasis on quality and consistency.
· Monitored BMC Portal for effective call logging and issue resolution.
· Conducted regular performance evaluations to foster team excellence.
· Facilitated transparent communication regarding team performance metrics.
· Oversaw IT asset inventory control and timely replenishment of supplies.
· Drove initiatives to achieve outstanding user satisfaction levels.
· Expertly handled engineer escalations to ensure swift problem resolution.
· Cultivated a safe and engaging work environment for team motivation.
· Analyzed team performance data to inform decision-making and improve productivity.

09/2020 - 06/2021

Kanhe, Pune

Desktop Support Engineer L1

Progressive Infovision Pvt Ltd

· Delivered expert technical support and performed essential software installations.
· Proficient in utilizing BMC for efficient ticketing and issue tracking.
· Specialized in Outlook setup and maintenance, including PST backup procedures.
· Demonstrated excellence in troubleshooting Zebra printer models ZM400, ZT410, ZT411, and ZT610.
· Skilled in resolving Xerox B600 printer issues, ensuring operational continuity.
· Provided tech support & software setup
· Managed BMC ticketing & Outlook installs

08/2017 - 12/2019

Talegaon Dabhade

IT Support Engineer

YASH COMPUTERS

· Expert in Desktop and Laptop Repair, ensuring peak performance and reliability.
· Proficient in Troubleshooting hardware and software issues, minimizing downtime.
· Skilled in Software Installation and Updates, optimizing system functionality.
· Experienced in Operating System Installation, providing a solid foundation for computing needs.
· Specialized in Data Recovery services, safeguarding critical information.
· Knowledgeable in Antivirus Solutions, maintaining robust security against threats.

01/2016 - 02/2017

Talegaon Dabhade

Hardware & Networking Engineer

Company Name

· Expertly conducted PC and laptop repairs, ensuring high customer satisfaction.
· Skilled in printer troubleshooting, resolving hardware and connectivity issues.
· Proficient in LAN crimping and establishing stable LAN connections.
· Adept at performing software installations and configurations for optimized system performance.
· Specialized in antivirus updates and installations to bolster cybersecurity measures.
· Expert in PC & laptop repair

EDUCATION

2023 - 2024

Dhanora, Sambhaji Nagar

B.com 1st Yr

Art, Comm & SCI Jr college, Sambhaji nagar

2022 - 2023

Dhanora, Sambhaji Nagar

HSC

Art, Comm & SCI Jr college, Sambhaji nagar

Powered by Enhancv

EDUCATION

2008 - 2009
Baramati, Pune

● SSC
Chhatrapati High school, Mankarwadi, Baramati

CERTIFICATION

Certified IT Cloud Architect (CITCA)

1. Desktop Engineering.
CCNA Paper 1 and 2.
2. Configuring Windows 8 (70-687).
Installing Windows Server2012(70-410).
3. Administrator Windows Server 2012(70-411).
4. RedHat System Administrator 1(RH124).
5. RedHat System Administrator 2 (RH134).
6. RedHat System Administrator 3 (RH254).
7. ITIL Foundation.