

## **GANESH BALASAHEB MENDHKAR**

**At. Kangoni, Post. Hingoni, Tal.Vaijapur,**

**Dist. Aurangabad, Maharashtra.**

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### **Career objective**

To secure a challenging position in an organization that help me to develop my skills for accomplishing various challenging assignments and to establish myself as an efficient & effective member in development of the organization.

### **Academic summary**

<b>Degree</b>	<b>College/University</b>	<b>Year</b>	<b>Percentage/ C.G.P.A</b>
BE in Computer Engineering	Shree Ramchandra College of Engineering Pune	Apr-23	7.05
Diploma in Computer Engineering	MIT Polytechnic Yeola	Apr-20	73.88%
H.S.C	Maharashtra state board.	Mar-16	48.12%
S.S.C	Maharashtra state board.	Mar-14	80.00%

### **Technical skills**

- Office 365 Administration
- Windows installation,
- Resolve tickets as per SLA.
- Worked on ServiceNow ticketing tool.
- Incident management.
- Service Request Management.
- Active Directory Support.
- Software deployment using SCCM, Active Directory Server.

### **Co-Curricular Activities**

- Participated in Project presentation held at S.N.D College of Engineering.
- Participated in 3 days workshop in Computer Hardware & Maintenance.

## Experience

### **Globslstep Services PVT Ltd (Jan 2023- Till Now)**

#### **(Desktop Support Engineer)**

- Managing active directory users & Computers.
- Managing Network Switches (Cisco Meraki, D-Link) & Routers.
- Providing Hardware & Software support to end users.
- Operating System & Software deployment.
- Office 365 Administrator.
- Office 365 Support.
- Outlook Backup & Security.
- SharePoint Administrator.
- Managing Vendors & Asset Inventory.
- Remote Support to end users (Domestic & International).
- VPN Configuration.
- Antivirus installation and deployment monitoring.
- Windows patch deployment.
- Vlan Management.
- Configuration and installation MDM (Mobile device management) Software.

### **Inspirisys Solution (March 2022-Sept 2022) -6 Months**

#### **Client: - Varroc Polymers Ranjangaon.**

#### **(Associate Technical Support Engineer)**

- Installing Operating systems (Win 10, Win 11)
- SCCM Installation and deployment.
- File Server Management & Security groups.
- Office 365 Administration & Support.
- VPN Installation (Cisco AnyConnect)
- Resolution of tickets within SLA.
- Used ServiceNow Ticketing tool.
- CCTV Monitoring & Troubleshooting camera (NVR & DVR).
- Managing IT Assets and Inventory.
- Generating scripts as per requirements using python.
- ISP Management.
- Incident Management.
- Service request Management.
- SAP Installation.
- Applying network & internet policies through antivirus firewall.

### **Bytez's Infotech (July 2021 – March 2022) 8 Months**

#### **Client: - NSEIT Limited Pune.**

#### **(IT Supervisor)**

- Conducting online exams on multiple locations.
- Leading 4-5 persons team to conduct exams.

- Exam documentation.
- Operating system installation.
- Scanning systems through network to boot exam URL.
- Boot systems through network boot.

**Sri Balaji University Pune (July 2019 – Aug 2020) 13 Months  
(Network Engineer)**

- Managing Computer Labs.
- Deploying software required to students (Anaconda, Microsoft office, Python, Java, SAP).
- Network Monitoring.
- Active directory users & computers management.
- Tacking responsibilities regarding IT Related issues.
- Asset Management.

### Personal Profile

Date of Birth : 17th July 1998  
 Hometown : Aurangabad  
 Languages Known : English, Hindi & Marathi  
 Hobbies : Bicycle riding, trekking.  
 Strengths : Quick learner, Enthusiastic.

I hereby declare that the above written are true to the best of my knowledge.

Yours sincerely,  
**Ganesh Mendhkar**