

## Rohan Saraf

**Email Id:** sarafrohan568@gmail.com

**Contact:** 8788643904

**Location:** Pune

### Objective

To succeed in an environment of growth and excellence and earn a job which provides me Satisfaction and self-development and helps me to achieve organizational goal.

### Technical Experience

- Install and configure Operating Systems: Windows 7, 9 and windows10.
- 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.

### Educational Qualification

Qualification	School/College	Percentage
BSC	Pune University	53.35%
12 <sup>th</sup>	Pune Board	49.54%
10 <sup>th</sup>	Pune Board	51.60%

### Career Summary

A competent professional with experience in Desktop Administration, with a strong performance background in wide variety of professional in system support, service desk, and remote support.

### Work Experience

- **Company:** The DataTech Labs (Payroll: Evision Technolab Pvt. Ltd)
- **Designation:** Desktop Support Engineer
- **Duration:** 1<sup>st</sup> August 2023 to till Now

### Roles and Responsibilities

- PC Desktop support for 365 + corporate users in Windows Domain Environment.
- Troubleshooting on all desktop infrastructures, office connectivity, webcast and all related issues.
- Troubleshooting web browser related and wireless issues on customer computer.
- Working on service now backlog tickets.
- Coordinating with the team to solve escalations.

- Troubleshoot and resolve hardware/software/network issues, escalating when required.
- Hardware refresh and roll out of Windows 7,10.
- Manage access to shared folders on file servers with Active Directory.
- Provider Core support On all Microsoft Products (Skype for business, Outlook, Access, Excel, Word).
- Provide instruction to end users on software and documentation on software installations.
- Frequent monitoring, analyzing and enhancing process performance.
- Imaging the laptops with bootable Drives.
- Developed rapport with the user's base by handling difficult issues with professionalism.

#### **Personal Strength**

- Honest, Polite, Determined and result oriented Good verbal skills.
- Hardworking and Courageous and willing to take initiative for solving problems.
- Also maintains good interpersonal relations with peers.
- Adaptability and ability to work under pressure.

#### **Personal Profile**

- Name : Rohan Saraf
- Date of Birth : 13-03-1997
- Language Known : English, Hindi, Marathi
- Address : Parshwanath Society, Vinayak Nagar, Nagar – Pune Road, Ahmednagar  
414001

#### **Declaration**

I hereby declare that the above-furnished information is genuine and correct to the best of my knowledge.