

Ajinath Algude

Cell: 82087 99110

Email: ajinathalgude@gmail.com

Add : Near Aqua fish world, Vivek Nagar, lane NO 4, Akurdi,
Pune, Maharashtra 411035.

Career Objective

Highly motivated BE Electrical Engineer with 12 months of work experience as a Technical support Engineer, seeking a challenging role in IT infrastructure services to leverage expertise in hardware, networking, and systems management for organizational growth.

Professional Summary

- BE Electrical Engineer with 12 months of experience as a Technical support Engineer in IT infrastructure services.
- Proven track record of delivering exceptional remote support and IT service desk solutions
- Proficient in Desktop, Laptop, Server, Hardware, and Networking operations.
- Strong command over critical systems: Active Directory, DNS, DHCP, Group Policy Management, Identity and Access Management, and Incident Management.
- Skilled in IT Service Management tools like ServiceNow for streamlining operations.
- Recognized for exceptional problem-solving abilities and commitment to delivering top-notch remote support and IT service desk solutions.
- Demonstrates a keen commitment to continuous learning and professional development
- Seeking a challenging role within the IT infrastructure services

Work Experience

Organization : Vision Technologies
Designation : Technical Support Engineer
Duration : 27 Jan 2023 till date

Job Responsibilities :

- Respond and resolve IT support requests from end-users via phone, email, or chat.
- Manage and maintain desktops, laptops, and servers to ensure optimal performance.
- Troubleshoot and diagnose hardware, software, and network issues for desktops, laptops, printers, and other peripherals.
- Install, configure, and maintain hardware and software for end-users, including operating systems, productivity tools, and business applications.
- Administer networking components for seamless connectivity.
- Administer Active Directory services, including user and group management.
- Create, manage, modify, enable and disable user accounts
- Reset user passwords
- Manage access control and permissions for users across the network.

- Respond promptly to IT incidents and service requests using ITSM tools like ServiceNow
- Collaborate with cross-functional teams to resolve complex incidents.
- Provide exceptional remote support and IT service desk assistance to end-users.
- Maintain accurate records of support requests, including details of issues, solutions, and follow-up actions.
- Provide remote support for end-users working from home or in other locations.

Educational Qualification

Degree	University/Board	Year	Percentage
B.E. Elect.	Pune University	2023	76%
Diploma	M.S.B.T.E	2020	85%
S.S.C	Maharashtra Board	2017	88%

Personal Details

Full Name : Ajinath Algude
 Date Of Birth : 03 March 2001
 Nationality : Indian
 Languages Known : English,Hindi & Marathi