

RAVINDRA POTDAR

OBJECTIVE

Success-driven, results-focused, and adaptable professional with over 3.8 years of experience in IT operations and project deployment. Expertise includes technical support, workstation maintenance, and network administration. Adept at implementing technology-based solutions for business problems, along with establishing standards, procedures, and processes to enhance business functionality.

EXPERIENCE

June – 2022 – Till

Desktop Support Engineer

CALLISONS FLAVORS INDIA PVT.LTD., PUNE


- Proficiency in installing, configuring, and troubleshooting desktop operating systems, including Windows and windows server.
- Ability to diagnose and resolve hardware issues with desktops, laptops and printers.
- Installation, configuration, and troubleshooting of various software applications commonly used at the desktop level.
- Understanding of basic networking concepts, including TCP/IP, DNS, and DHCP.
- Troubleshooting network connectivity issues for desktop devices.
- Basic understanding of Active Directory for user and group management at the desktop level.
- Ability to reset passwords and manage user accounts.
- Creating group policy and management.
- Creating OU and other related task.
- Provide L1 and L2 level client support through our help desk ticketing system.
- Use the veeam backup and recovery tool.


May – 2019 – Nov – 2020


Desktop Support Engineer

KSH INTERNATIONAL PVT.LTD

- Proficiency in installing, configuring, and troubleshooting desktop operating systems, including Windows and windows server.
- Providing technical assistance on-site or online.
- Troubleshooting hardware, software, and networking issues.

 Pune, Maharashtra

 Potdarravindra1@gmail.com

 +91 9096504653

 www.linkedin.com/in/ravindra-potdar-6204502b4

Permanent Address:

At - Kasar Jwala
Near government hospital,
Post - Jod jawala
Tq / Dist - Latur
Pin Code - 413511
Maharashtra, India.

Present Address:

At - Sai shrushti hou soc,
vadacha mala,
Near gatha medical,
Sr 41/5 , Dehu.
Post - Dehu
Tq / Dist - Pune
Pin Code - 412109
Maharashtra, India.

- Helping with the installation of software and hardware.
- Assisting with system upgrades.
- Overseeing computer networks.
- Responding to client inquiries.
- Providing technical support to users
- Password resets
- Provide 1st level client support through our help desk ticketing system.
- Creating and maintaining client-related documentation.
- Creating new Group Policy Objects and assigning users to them.

Key Skills and Knowledge

- **Windows Server 2016/12**
- Installation
- Updating
- Configuration
- Backup
- **Application Software**
- Office 365
- SAP
- MS office 2003, 2007 and 2010.
- **Database**
- SQL Server 2005, 2008
- Installation
- Updating
- Configuration
- **Firewall**
- Sophos Firewall
- Creating group and users
- Creating policy
- **Antivirus**
- Kaspersky endpoint security center
- Installation
- Updating
- Configuration



Responsibilities

- Responding to and resolving user-reported issues with desktops, laptops, peripherals, and software.
- Providing technical assistance to end-users through various channels, such as phone, email, or in-person.
- Installing, updating, and configuring software applications on user systems.
- Ensuring that software licenses are compliant and up to date.
- Troubleshooting network connectivity issues for end-users.
- Configuring and troubleshooting issues related to LAN/WAN connectivity.
- Implementing and maintaining security measures on desktops and laptops.
- Assisting in the implementation of security policies and ensuring compliance.
- Implementing and monitoring backup solutions for user data.
- Maintaining accurate records of hardware and software inventory.
- Providing remote assistance to users who are not physically present in the office.



Education

MIT College, Latur, Maharashtra	
MSc Software Engineering	2013
SSIT College, Latur, Maharashtra	
BCA (Bachelor of Computer Applications)	2011
Rajmata Jijamata Jr. College, Latur, Maharashtra	
HSC	2008
Samata Madhyamik Vidyalaya, Jodjawala, Latur Maharashtra	
SSC	2005



Personal Info

Full Name : Mr. Ravindra Dagdu Potdar
Father's Name : Mr. Dagdu Govardhan Potdar
Marital Status : Married
Birth date : 2nd October, 1989
Nationality : Indian
Language : English, Hindi , Marathi

DECLARATION:

I hereby declare that all the details given above are true to best of my knowledge and belief.

Place : Pune

Ravindra Potdar

➤ Backup & Recovery

- Veeam tools.

➤ Networking

- Router
- Switch
- DHCP
- DNS
- VPN

➤ Server Level

- Creating users in active directory.
- Disable the user
- Reset the user password
- Creating groups in domain
- Creating the group policy.
- Creating the OU in domain

➤ Desktop Level

- Installing OS
- Upgrading application software
- Installing peripheral device in network (Printer , Scanner)
- Trouble shutting in network related issue.