

SUMMARY

Who You Are: Bachelor s degree (IT related discipline preferred)5.6 years IT experience including supporting end user technologies like desktop, Laptop, Mobile device, Microsoft office applications (Outlook, Teams, OneDrive, SharePoint, O365)Hand-on experience in IT technologies including basic networking, server hardware, Microsoft Active Directory, Telephony solutions, Cloud computing, DNS DHCP.

Proficient in troubleshooting hardware and software issues, configuring and maintaining desktop systems, and resolving connectivity problems.

- SKILLS
- Troubleshooting
 - Problemsolving
 - Hardware maintenance
 - Software installation
 - Network diagnostics
 - Customer service
 - Communication skills
 - System upgrades
 - Remote desktop
 - MDM
 - Active Directory,DHCP,DNS
 - On-Boarding - Off-Boarding
 - Office-365
 - Service now - Service desk
 - Desktop Central
 - Zoho Assists
 - DL creation-Addition- modification
 - Asset management
 - OS installing
 - US and Singapore user support
 - Azure VM creation,
 - Intune,MFA
 - Microsoft Server Management
 - Conference room support
 - VIP Support
 - Telephony solutions
 - Cloud Computing

EXPERIENCE

Service desk Engineer

Divers Lynx May 2024 - Jun 2024

Working as Desktop Support and handling all kinds Troubleshooting, maintenance and service. As well as handling all kinds of computer hardware & maintenance. Installation, configuration & troubleshooting of Email and Network.

End User Support

Infocepts (Chaitanya Solutions) Oct 2019 - May 2024

Installation & Troubleshooting

installing Operating Systems & troubleshooting of Daily Basis Problems, Preventive Maintenance
Having knowledge of Hardware, OS and Software Troubleshooting.
Installation & Troubleshooting of Windows 7, Windows 8, Windows 10
Installing application software as needed by user like MS-Office, Adobe reader etc
ID Creation and Dilation in Windows Server (AD) DNS DHCP
Outlook, MS Teams, Browser Issue
Remote Desktop Sharing Using MS Teams
Having Knowledge Service Desk Plus Ticketing tool.
Remote Support By Zoho Assist tool
Meeting room support using Kramer device for video conference
VIP Support
MDM (Intelligent hub & Intune) Configuration installation and troubleshooting
MFA Dual Authentication (DUO) and configuration and installation on mobile and laptop
Remote Desktop Support to Internal Associates regarding system issues, Application issues, O365 issues, Network issues, and VPN issues.
Providing support for Singapore and USA (Mclean office Internal user)
Office 365 DL Creation and password reset license assigned
Mac book support
Global protect VPN configuration installation & troubleshooting
Team lead support
Network printer management

Desktop Support

Inknowtech PVT LTD *Jan 2018 - Sep 2018*

Working as a desktop support enginner handlling enf user supprort and on call support.

EDUCATION

Diploma in Computer Engineering

Mahatma Gandhi Education Institute Of Management & Technology, *Aug 2010 - Sep 2013*

Hardware and Networking

Jetking *Jun 2013 - Sep 2015*

Bachelor of Computer Applications

Malwanchal University *Jul 2017 - Oct 2020*

CERTIFICATION

Azure 104 Administration

Microsoft *2024-02-16*

PROJECTS

Technical Support - Covid19

On Ground Technical Support - Covid19 *Feb 2020 - Feb 2020*

Enable all the IT realated work in just 3 days in th Covid situation.

also provided 400+ plus laptop to the assosiate to enable the organization work

LANGUAGES

English



Hindi



Marathi

