Yogeshwar Shripatwar

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IT Support Engineer

❖ Summary :

- Proficient in diagnosing, troubleshooting, and resolving hardware, software, and network related issues.
- Strong knowledge of Windows Operating systems, as well as Microsoft Office Suite and other common software applications.
- Experienced in managing and maintaining computer networks, including LANs, WANs, and VPNs.
- Proficient in Bimatrix software for efficient remote support and issue resolution**.**

❖ Education:

- ✓ B.Sc Computer Science, Yeshwant College, Nanded, SRTMUN, 2014 - 70.54%
- ✓ Diploma in COMPUTER HARDWARE & NETWORKING Engineer, Sony Infosys Institute, Nanded **Aug-2016**
- ✓ HSC, Mahatma Phule Jr. College, Shekapur, Latur Board, 2011 - 45.83%
- ✓ SSC, K.D. Jadhav Madhymik Shala, Krushnapur, Amaravati Board, 2009 - 65.07%

❖ Experience :

1. Company -Allied Digital Service LTD |- Designation: Customer IT Support Engineer (Yavatmal)

Client: Mahindra Defense |- Project: Dial 112[- Period: March 2022 to Present]

➢ Roles and Responsibilities:
- Provide technical support and troubleshooting for hardware, software, and network-related issues.
- Assist clients in resolving problems through phone, email, and onsite support.
- Configure and Manage Email clients Microsoft Outlook, Outlook Express.
- Installation of various authorized Application software
- Configuring of Scanner, Printer both local and network.
- CCTV systems, providing surveillance monitoring and administration.
- Monitoring of virus issues through Symantec Endpoint protection antivirus

2. Company Name: Anlage Infotech (India) P. Ltd. |Designation: Senior Customer IT Support Engineer|

Client: Wipro (IMG Helpdesk) |Period: Dec 2021 to Mar 2022(Work From Home)

➢ Roles & Responsibilities:
- Troubleshot OS related issue, software and hardware issues, escalating complex problems when necessary.
- Utilized remote desktop tools to deliver exceptional remote support to end-users.
- Assisted with system upgrades, installations, and configurations
- Troubleshooting Zscaler, Pulse secure, Outlook, MS Office, MS Teams McAfee Antivirus, VPN,etc.

3. **Company Name- Aforeserve.com, Noida | - Client: Hewlett Packard Enterprises (HPE)**

Designation: Customer IT Support Engineer |- Period: April 2017 to December 2021

➢ Roles and Responsibilities:
- Providing technical support to end-users regarding hardware and software issues
- Configuring and troubleshooting network devices, including routers, switches, and firewalls
- Managing Active Directory user accounts and group policies
- Monitoring and maintaining server infrastructure and ensuring high availability
- Conducting regular system audits to identify vulnerabilities and implement necessary security measures

❖ Certifications:

- MS CIT (Certification)- July 2009, TYPING ENLGISH WPM (30 &40)- June 2016
- TYPING MARATHI WPM (30) June 2016 ,CCNA MCSCE(3o days Boot camp)

❖ Technical Skill-

- Operating Systems: Windows (all versions)
- Networking: TCP/IP, DNS, DHCP, VPN
- Hardware: Desktops, laptops, printers, peripheral devices
- Server Administration: Backup, recovery, maintenance
- Security: Firewalls, antivirus, intrusion detection systems
- Software: Bimatrix, Microsoft Office Suite, remote desktop tool

❖ Personal details-

- **Date of Birth**: 13-11-1993
- **Gender:** Male
- **Marital status:** Unmarried
- **Father name**: Bharat Shripatwar
- **Hobbies:** Drawing Sketch, listening song.
- **Languages Known:** Marathi, Hindi,English.