

SWAPNIL NARODE

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SUMMARY

Experienced Desktop Engineer with 1.6 years of expertise in managing and troubleshooting desktop environments. Skilled in installing, maintaining, and supporting hardware, software, and network systems. Proficient in Windows and Linux operating systems, with a strong focus on delivering excellent technical support and resolving issues quickly. Dedicated to ensuring seamless IT operations and enhancing user satisfaction.

WORK EXPERIENCE

Explore Infotech - System Administrator

Feb 2023 - Present

- Install, configure, monitor & maintain computer applications & networks
- New Joinee On-Boarding, Off Boarding
- Provide remote support to onsite users.
- Configure operating systems.
- Prioritize and manage the workflow along with resolving issues related to the network
- Diagnose, troubleshoot, and resolve issues by questioning customers about the issues they are facing in a detailed fashion
- Asset management & reconciliation, tracking IMAC, tracking build, deployment, and deletion, managing application support, information security services support to end users
- Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure.
- Installing configuring and maintaining Linux operating systems. (RHEL, Ubuntu, centos)
- Troubleshooting the user's problems via calls remote access and site visits.
- Resolving highly complex issues through discussions with concerned teams

TECHNICAL SKILLS

- **Operating Systems:** Windows 10/8/7, Windows Server, Linux (Ubuntu, CentOS), Mac OS
- **Hardware Support:** Desktop/Laptop Troubleshooting, Peripheral Configuration
- **Software Support:** Microsoft Office, Antivirus, Remote Desktop Tools
- **Networking:** Basic TCP/IP, LAN/WAN, DHCP, DNS, Network Printer Setup
- **Active Directory:** User Account Management, Group Policy, Password Resets
- **Ticketing Systems:** ServiceNow, Jira, BMC Remedy
- **Remote Support:** TeamViewer, RDP, Anydesk, Bomgar, CMRC
- **Virtualization:** VMware Workstation, VirtualBox

STRENGTHS

- Good In Grasping New Technologies.
- Good Co-Ordination Skills.
- Leadership Qualities.
- Practical Approach.
- Positive Thinking.
- Proactive and enthusiastic
- Good Analytical And Problem-Solving Skills.

EDUCATION

- **Bachelor of Computer Engineering**
SPPU - Pune University - 2023
- **Diploma in Information Technology**
MSBTE - 2020

ADDITIONAL INFORMATION

- **Languages:** English, Hindi, Marathi
- **Certifications:** Java Full Stack Development course at Qspiders
- **DOB:** 20/12/1999
- **Hobbies:** Playing Cricket, Trekking

DECLARATION

I Hear by Declare That All Above Mentioned Information Is True As Per Best Of My Knowledge.