Ajinath Algude

**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**

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| --- | --- | --- | --- |
| **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