# GANESH BALASAHEB MENDHKAR

# Career objective

To secure a challenging position in an organization that help me to develop my skills for accomplishing various challenging assignments and to establish myself as an efficient & effective member in development of the organization.

# Academic summary

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| --- | --- | --- | --- |
| **Degree** | **College/University** | **Year** | **Percentage/**  **C.G.P.A** |
| BE in Computer Engineering | Shree Ramchandra College of  Engineering Pune | Apr-23 | 7.05 |
| Diploma in Computer  Engineering | MIT Polytechnic Yeola | Apr-20 | 73.88% |
| H.S.C | Maharashtra state board. | Mar-16 | 48.12% |
| S.S.C | Maharashtra state board. | Mar-14 | 80.00% |

**Technical skills**

* Office 365 Administration
* Windows installation,
* Resolve tickets as per SLA.
* Worked on ServiceNow ticketing tool.
* Incident management.
* Service Request Management.
* Active Directory Support.
* Software deployment using SCCM, Active Directory Server.

# Co-Curricular Activities

* Participated in Project presentation held at S.N.D College of Engineering.
* Participated in 3 days workshop in Computer Hardware & Maintenance.

# Experience

## Globslstep Services PVT Ltd (Jan 2023- Till Now) (Desktop Support Engineer)

* + Managing active directory users & Computers.
  + Managing Network Switches (Cisco Meraki, D-Link) & Routers.
  + Providing Hardware & Software support to end users.
  + Operating System & Software deployment.
  + Office 365 Administrator.
  + Office 365 Support.
  + Outlook Backup & Security.
  + SharePoint Administrator.
  + Managing Vendors & Asset Inventory.
  + Remote Support to end users (Domestic & International).
  + VPN Configuration.
  + Antivirus installation and deployment monitoring.
  + Windows patch deployment.
  + VLan Management.
  + Configuration and installation MDM (Mobile device management) Software.

## Inspirisys Solution (March 2022-Sept 2022) -6 Months Client: - Varroc Polymers Ranjangaon.

**(Associate Technical Support Engineer)**

* + Installing Operating systems (Win 10, Win 11)
  + SCCM Installation and deployment.
  + File Server Management & Security groups.
  + Office 365 Administration & Support.
  + VPN Installation (Cisco AnyConnect)
  + Resolution of tickets within SLA.
  + Used ServiceNow Ticketing tool.
  + CCTV Monitoring & Troubleshooting camera (NVR & DVR).
  + Managing IT Assets and Inventory.
  + Generating scripts as per requirements using python.
  + ISP Management.
  + Incident Management.
  + Service request Management.
  + SAP Installation.
  + Applying network & internet policies through antivirus firewall.

## Bytez’s Infotech (July 2021 – March 2022) 8 Months Client: - NSEIT Limited Pune.

**(IT Supervisor)**

* + Conducting online exams on multiple locations.
  + Leading 4-5 persons team to conduct exams.
  + Exam documentation.
  + Operating system installation.
  + Scanning systems through network to boot exam URL.
  + Boot systems through network boot.

## Sri Balaji University Pune (July 2019 – Aug 2020) 13 Months (Network Engineer)

* + Managing Computer Labs.
  + Deploying software required to students (Anaconda, Microsoft office, Python, Java, SAP).
  + Network Monitoring.
  + Active directory users & computers management.
  + Tacking responsibilities regarding IT Related issues.
  + Asset Management.

## Personal Profile

Date of Birth : 17th July 1998

Hometown : Aurangabad

Languages Known : English, Hindi & Marathi Hobbies : Bicycle riding, trekking.

Strengths : Quick learner, Enthusiastic.

I hereby declare that the above written are true to the best of my knowledge. Yours sincerely,

## Ganesh Mendhkar