RAVINDRA POTDAR

# OBJECTIVE

Success-driven, results-focused, and adaptable professional with over

3.8 years of experience in IT operations and project deployment. Expertise includes technical support, workstation maintenance, and network administration. Adept at implementing technology-based solutions for business problems, along with establishing standards, procedures, and processes to enhance business functionality.

**Permanent Address:**

#### At - Kasar Jwala

**Near government hospital,**

#### Post - Jod jawala Tq / Dist - Latur

**Pin Code - 413511**

**Maharashtra, India.**

## Present Address:

**At -** Sai shrushti hou soc, vadacha mala,

Near gatha medical, Sr 41/5 , Dehu.

#### Post - Dehu Tq / Dist - Pune Pin Code - 412109

**Maharashtra, India.**

# EXPERIENCE

### June – 2022 – Till

**Desktop Support Engineer**

**CALLISONS FLAVORS INDIA PVT.LTD., PUNE**

* Proficiency in installing, configuring, and troubleshooting desktop operating systems, including Windows and windows server.
* Ability to diagnose and resolve hardware issues with desktops, laptops and printers.
* Installation, configuration, and troubleshooting of various software applications commonly used at the desktop level.
* Understanding of basic networking concepts, including TCP/IP, DNS, and DHCP.
* Troubleshooting network connectivity issues for desktop devices.
* Basic understanding of Active Directory for user and group management at the desktop level.
* Ability to reset passwords and manage user accounts.
* Creating group policy and management.
* Creating OU and other related task.

Provide L1 and L2 level client support through our help desk ticketing system.

* Use the veeam backup and recovery tool.

### May – 2019 – Nov – 2020

**Desktop Support Engineer**

**KSH INTERNATIONAL PVT.LTD**

* Proficiency in installing, configuring, and troubleshooting desktop operating systems, including Windows and windows server.
* Providing technical assistance on-site or online.
* Troubleshooting hardware, software, and networking issues.
  + Helping with the installation of software and hardware.
  + Assisting with system upgrades.
  + Overseeing computer networks.
  + Responding to client inquiries.
  + Providing technical support to users
  + Password resets
  + Provide 1st level client support through our help desk ticketing system.
  + Creating and maintaining client-related documentation.
  + Creating new Group Policy Objects and assigning users to them.

**Key Skills and Knowledge**

#### Windows Server 2016/12

* Installation
* Updating
* Configuration
* Backup

#### Application Software

* Office 365
* SAP
* MS office 2003, 2007 and 2010.

#### Database

* SQL Server 2005, 2008
* Installation
* Updating
* Configuration

#### Firewall

* Sophos Firewall
* Creating group and users
* Creating policy

#### Antivirus

* Kaspersky endpoint security center
* Installation
* Updating
* Configuration

# Responsibilities

* Responding to and resolving user-reported issues with desktops, laptops, peripherals, and software.
* Providing technical assistance to end-users through various channels, such as phone, email, or in-person.
* Installing, updating, and configuring software applications on user systems.
* Ensuring that software licenses are compliant and up to date.
* Troubleshooting network connectivity issues for end-users.
* Configuring and troubleshooting issues related to LAN/WAN connectivity.
* Implementing and maintaining security measures on desktops and laptops.
* Assisting in the implementation of security policies and ensuring compliance.
  + Implementing and monitoring backup solutions for user data.
  + Maintaining accurate records of hardware and software inventory.
  + Providing remote assistance to users who are not physically present in the office.

# Education

|  |  |
| --- | --- |
| MIT College, Latur, Maharashtra  **MSc Software Engineering** | **2013** |
| SSIT College, Latur, Maharashtra  **BCA (Bachelor of Computer Applications)** | **2011** |
| Rajmata Jijamata Jr. College, Latur, Maharashtra  **HSC** | **2008** |
| Samata Madhyamik Vidyalaya, Jodjawala, Latur Maharashtra  **SSC** | **2005** |

**Personal Info**

#### Backup & Recovery

* Veeam tools.

#### Networking

* Router
* Switch
* DHCP
* DNS
* VPN

#### Server Level

* Creating users in active directory.
* Disable the user
* Reset the user password
* Creating groups in domain
* Creating the group policy.
* Creating the OU in domain

#### Desktop Level

* Installing OS
* Upgrading application software
* Installing peripheral device in network (Printer , Scanner)
* Trouble shutting in network related issue.

Full Name : Mr. Ravindra Dagdu Potdar Father’s Name : Mr. Dagdu Govardhan Potdar Marital Status : Married

Birth date : 2nd October, 1989

Nationality : Indian

Language : English, Hindi , Marathi

DECLARATION:

I hereby declare that all the details given above are true to best of my knowledge and belief.

Place : Pune Ravindra Potdar