# RESUME

**Name** :- Sagar Sitaram Shinde

# CAREER OBJECTIVE

To work with leading organization where I can fully utilize my knowledge and skills and make a significant contribution to achieve the objective of the company.

# EDUCATIONAL DETAILS

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| --- | --- | --- | --- |
| **Institute Name** | **University** | **Course** | **Percentage** |
| I.B.M.R.D Collage, Ahmednagar | Savitribai Phule Pune University | MBA  (Business Analytics) | 65.25% |
| Arts, Commerce & Science, College, Ashoknagar. | Savitribai Phule Pune University | T.Y BSc (Chemistry) | 65.17% |

**CERTIFICATION COURSE**

* Marathi Typing (30wpm) :- A Grade (78%)
* English Typing (30wpm) :- A Grade (90%)
* English Typing (40wpm) :- A Grade (86%)
* MS-CIT :- 85%

# WORK EXPERIENCE

Worked in Hardware King Sale & Service as a Computer Hardware Engineer from 12 March 2021 To 30 June 2024.

# Technical Skills

* Laptop Hardware Expertise: Extensive experience diagnosing, repairing, and replacing hardware components in various laptop brands, including Dell, HP, Lenovo, and Apple.
* Parts Replacement: Proficient in disassembling and reassembling laptops; skilled in replacing keyboards, screens, batteries, hard drives, SSDs, and RAM.
* Operating Systems: Expert in installing, configuring, and troubleshooting Windows, proficient in system imaging and deployment techniques.
* Software Troubleshooting: Adept at resolving software conflicts, managing drivers, and installing updates for optimal system performance.
* Data Backup and Recovery: Skilled in performing data backups, recoveries, and utilizing cloning and imaging software to ensure data integrity.

# Soft Skills

* Customer Service: Strong communication skills with the ability to interact effectively with users, understand their issues, and provide clear solutions.

Demonstrated patience and empathy when assisting non-technical users.

* Analytical Thinking: Proven ability to diagnose problems quickly and develop effective solutions. Strong analytical and problem-solving skills.
* Time Management: Effective at prioritizing tasks and managing time to handle multiple support requests efficiently.

# PERSONAL PROFILE

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| --- | --- | --- |
| * Date of Birth | :- | 17/02/1998 |
| * Gender | :- | Male |
| * Marital Status | :- | Unmarried |
| * Languages Known | :- | English, Hindi, Marathi. |
| * Permanent Address | :- | Bombale Vasti, Raskar Nagar Shrirampur |
| * Pin Code | :- | 413709 |

**You’re faithfully**

(Shinde Sagar Sitaram)