SANKET WALKE 411014

Sanketwalke3@gmail.com/ +91-7620438125

# SUMMARY

Adept Technical Support Engineer with a proven track record at Mendiratta Business Solutions Pvt. Ltd., specializing in technical troubleshooting and problem-solving. Excelled in remote client assistance, significantly enhancing system functionality and user satisfaction. Mentored juniors, emphasizing skillful issue resolution. Expert in system troubleshooting, blending technical acumen with strong interpersonal skills.

# SKILLS

Technical Support Technical Troubleshooting

System Troubleshooting Problem-Solving

# EXPERIENCE

**Sr Associates Tech Support** / Knovaone (Mendiratta business solutions) - Pune

Installed and configured operating systems and applications.

Documented faults and bugs for referral to development staff for use in updates.

Served as an escalation point for challenging technical inquiries, demonstrating expertise in product knowledge and problem-solving abilities.

Mentored junior members of the team on best practices in issue resolution techniques.

Provided remote assistance to clients, ensuring timely resolution of software and hardware concerns.

*04/2023 - 06/2024*

**Document specialist** / ICE MORTGAGE TECHNOLOGY *12/2020 - 04/2023*

Testing on ADR and ADE also supports IT Dept. / Check whether the data is extracted properly or not.

Review and verify borrowers' income, credit reports, employment histories, property appraisals and title Insurance information to prepare loan applications for underwriting submittal

Verification and Auditing of Documents Documents collection, find out Queries, Analyze Queries & making standard Procedures.

|  |  |
| --- | --- |
| **EDUCATION AND TRAINING** |  |
| **BSC Computer Science**  Pune University Maharashtra State Board | *2020* |
| **H.S.C**: Mahasatra State Board | *2015* |

**S.S.C:** Mahasatra State Board

X

*2013*

# DECLARATION

I hereby declare that above furnished particulars are true to the best to my knowledge and belief.

|  |  |  |
| --- | --- | --- |
| **LANGUAGES** |  | |
| **Marathi:** First Language  **English:** | B1 | **Hindi:** C2 |
| Intermediate |  | Proficient |

# PERSONAL DETAILS

Phone : 7620438125

Email : [sanketwalke3@gmail.com](mailto:sanketwalke3@gmail.com)

Address :June sai baba mandir, Yashwant Nagar, Kharadi Pune 411014.

# ACHIEVEMENTS

Shinning Star Of The Month. Maintained targets and Productivity 100%

Highest Productivity In AIQ (Automated Intelligence Quality) REWARD