Resume

**Name: Tushar Shinde**

# Objective:

To get a professional opportunity to associate with an organization where my technical knowledge and personal skills will be honed and synchronized with company’s vision.

Hard work Innovation Profitable growth



# Work Experience:

* **LG Electronics India PVT LTD Period: Jun-2020 To Dec.-2020 Department:** IT Support Team **Designation:** Trainee IT support Engineer

# Hiring Life IT Consultancy Period: Jan.-2021 To Oct.2021 Department: IT Support Team

**Designation:** IT Field Desktop Support Engineer

* **I-Four Transformation Pvt. Ltd. Period: Dec. 2021 To Till Date Department:** IT Field Support Team **Designation:** IT Executive

# Job Description:

* Install and troubleshoot operating system (Win XP, Win Vista, Win 7, Win 8 and Win 10, Win11, Window Server 2008).
* Work on Server Installation windows 2008 & 2012.
* WLAN and VPN two Factor authentication setup and Troubleshooting.
* DNS, DHCP, AD, and Email Account Management.
* Configure Firewall, Router, Switch, Access Point & Networking.
* Installing Symantec Endpoint Protection antivirus & troubleshooting virus related problem.
* Knowledge of Domain and workgroup.
* Installation, Configuration &Maintenance Local & Network Printer and Scanner.
* Sharing folder, sharing device & printer, Map drive.
* Maintaining data back up all File, Folder & Mails.
* Handling Customer Compliant within TAT Period and Consult and Escalate Tickets to 2nd/3rd level Support to find resolution.
* Conduct Remote Desktop troubleshoot at end-users along with documentation ticket Maintenance.
* Operational Documentation and Knowledge base Maintenance.
* Installing Drivers and Various type of Application Software.
* Application Support – Installation, Configuration and Troubleshoot of end user applications like MS Office, Adobe reader, Google chrome, winrar,7zip, Mozilla, SAP, Anti-Virus etc.
* Configuring Microsoft outlook Email like POP3, IMAP, outlook365 mail for user.
* Administered Citrix and provided Windows support.
* Resolved network issues and set up network security.
* Implemented and updated network and system security systems.
* Monitored system operations and generated daily and weekly performance reports.
* Maintained related Windows networking and established remote accessibility.
* Identified and resolved LAN and WAN network issues affecting Citrix network.
* Reviewed and recommended new software and updated existing network software.
* Maintained and tracked server performance data and generated related reports.
* Developed effective training programs for other Citrix administrators on staff.
* Analyzed system operations to ensure better end-user experience.

# Technical Skills:

* Completed Computer Hardware Networking Course
* Completed in ‘C Language’
* Knowledge of Ethernet Communication
* Good Experience in part Replacement (like Motherboard, SMPS Replace

# Education/Qualification:

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| --- | --- | --- | --- | --- |
| **Education/Qualification** | | | | |
| **Sr. No.** | **Degree.** | **University/Board.** | **Marks/Class** | **Year** |
| 1. | S.S.C. | Maharashtra State Board | 61.40% | 2015 |
| 2. | H.S.C. | Maharashtra State Board | 45.23% | 2017 |
| 3. | D. E&TC | MSBTE | 64.50% | 2019 |

**Personality traits:**

Adaptable

Good Managerial and interpersonal skills Soft spoken and friendly Patience

# Other Qualification:

* + Basic knowledge of Computer.
  + MS-CIT
  + Knowledge of Internet.
  + Communication Skill & Managing Skill.

# Strength:

* Sincere & hard working. I always pay my words.
* Well behave, disciplined, Positive attitude.
* Good written and verbal communication.
* Deterministic and flowing nature.

# Personal Details:

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| **Name:** | Tushar Asaram Shinde |
| **Date Of Birth:** | 25thJune. 1999 |
| **Sex:** | Male |
| **Marital Status:** | Unmarried. |
| **Nationality:** | Indian. |
| **Mother Tongue:** | Marathi. |
| **Other Languages:** | Marathi, Hindi, English. |
| **Address :** | Flat No. 301, Rajeshwari Heights, Sane Colony, Sane Chowk, More Wasti, Chikhali, Pune-411062. |

I hereby declare that the above furnished information is true to the best of my Knowledge and belief.

**Place:** Pune Yours Faithfully,

**Date: / / Tushar A. Shinde**