RESUME

**Mr. Chaitanya Tekade**

**PROFESSIONAL SUMMERY**

* 1.8 + Year of experience in Lean Quality Solutions, Pune as Desktop Support Engineer.
* Responsible for Technical Support, including identifying and resolving Daily basic technical issues occurring in Laptop, Desktop, Printer, Windows & LAN and Wi-Fi Network.
* Good hands-on experience Backup& Restore of Mails, Profiles in Mailing Client MS Outlook.
* Support Software, Application related issue of In-house & Outstation User via Remote Desktop Tool.
* Comfortable to work in different shifts and 24/7 environment.

# Work Experience

* Company: Lean Quality Solutions (I) Pvt. Ltd (Payroll: Evision Technolab Pvt Ltd)
* Designation: Desktop Support Engineer
* Duration: 14th October 2022 to till now

# Job Responsibility:

* Provide support to 250+ users on windows platform.
* Installation, Configuration and Administration of Windows7 / Windows 8 and windows 10.
* Troubleshoot problems All Model Desktop & Laptop Hardware and OS Configuring of Driver & Devices.
* Configuration New user PC & Profile, IP Address and LAN.
* Troubleshooting, installing and configuring Mail Clients like MS-Outlook and Troubleshooting mail problem.
* Solve internet related problem Configuration Basic TCP/IP Setting.
* User account creation, User account deletion and modifying Users assigning permissions.
* Remote management through Team Viewer, & Remote Desktop to solve Windows and Software issue.
* installation, configuration and maintenance of Network Printers.
* Install and upgrade hardware and software components.
* Take care of all the internal office software's support.
* Provide technical support to Remote users.

# Educational Background:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name of Exam | University/Board | Name of Institution | Year | Percentage / *SGPA* |
| B.E. (Electrical) | SGBAU, Amaravati | P R Pote  (Patil) COE, Amaravati | 2013-17 | 62.13% / *7.74* |
| H.S.C. | Amaravati Board | Shri Shivaji Science, Amaravati | 2012-13 | 72% |
| S.S.C | Amaravati Board | SGRVS, Amaravati | 2010-11 | 90% |

**Personal Details**

|  |  |
| --- | --- |
| * **Date Of Birth** | 28 May 1996 |
| * **Address** | Arjun Nagar Amravati (444602) |
| * **Nationality** | Indian |
| * **Gender** | Male |
| * **Marital Status** | Single |
| * **Languages Known** | English, Hindi, and Marathi |
| * **Hobbies** | Playing Badminton, Watching Cricket |

# Declaration

The above-mentioned information is true to the best of my knowledge, and I will be responsible for the same.