



PAVAN MALI

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WORK EXPERIENCE

Clarioan Technologies | Pune Maharashtra India

Service Desk Engineer

Sep.2020 - Present

- Experienced in customer support, Incident and Request Services monitoring, worked with other stake holders for resolution incidents.
- Responsible for all IT related issues (Hardware/Software, operating system, Windows, Mail clients Outlook, Mobile mail,, Bio metrics)
- Installing & configuring computer hardware, software systems, network, printers and scanners.
- AD Server User role mapping.
- Hands on experience in monitoring tools like Nagios, whatsapp gold.
- Experience in Distributed Version Control systems like Git and GitHub
- Experience in MFA tool
- Account setup for new user, revoke operations for active user in AD Server.
- Experience with installing, establishing & troubleshooting VPN.
- O365, Microsoft exchange, share point access issues active directory , Responsible for Mail ID creation, Applying defined mail policies as per user designation, Configuration of mail ID on outlook, mobile clients, Managing user quota, deactivation email of email after Backup.
- HRMS and Payroll Application support
- All HRMS application activities include ATS, Employee Master, Payroll and TDS,

PMS, Staffing, Biometric Integration, Report Delivery, Authorizations, Expense, Mobile App Integration, Root cause analysis, troubleshooting, etc.

Idcube Identification Systems | Pune Maharashtra India

Technical Support Engineer

Sep.2019 - Jun.2020

- Contracted clients Biometric and Access Control System management.
- HRMS application management and troubleshooting. Managing Database Server and Application Server.
- Third-Party application integration like canteen management, visitor management..
- Access privilege monitor.
- Web, Desktop, Cloud based application monitoring and management.
- Application Server Database Server monitoring.
- Logs monitoring.
- Event Handling.

ESSL Security | Surat Gujarat India

Technical Support Engineer

Aug.2018 - Aug.2019

- Biometric Technical Support Engineer, responsible for Biometric and Access Control Systems support and management.
- Manage and monitoring Desktop, Web, and Cloud-based Applications. Hardware configuration with applications.
- Accomplishing training and demonstrate Applications.
- Troubleshooting software and hardware.
- Another Hardware setup like Tripod and Turnstiles, Barriers, Smart Locks, etc.
- Responsible for HRMS and Payroll Application Management and Support.

Rhythm Technology | Surat Gujarat India

Technical Support Engineer

Aug.2017 - Aug.2018

- Biometric Technical Support Engineer, responsible for Biometric and Access Control Systems support and management.

- Manage and monitoring Desktop, Web, and Cloud-based Applications. Hardware configuration with applications.
- Accomplishing training and demonstrate Applications.
- Troubleshooting software and hardware.
- Another Hardware setup like Tripod and Turnstiles, Barriers, Smart Locks, etc.
- Responsible for HRMS and Payroll Application Management and Support.

Sumanabh Software Solutions | Pune Maharashtra India

Software Development Engineer

Aug.2016 - Mar.2017

- ERP and CRM Applications management.
- Database Server management.
- Report Designing.
- Inward outward management handling.
- Validation and scripting in application modules.

SUMMARY

An Experienced Technical Support Engineer having 06 Years of experience. Proficient in Desktop, Web, cloud-based, and Mobile App Support and Training..

EDUCATION

Qualification	University	YOP	Grade
BE (I.T.)	Pune University	2015	Distinction
HSC	State Board, Nashik	2010	First Class
SSC	State Board, Nashik	2008	First Class

SKILLS

- Customer Service
- Delivering Training Sessions
- Git and GitHub
- Able to Work Independently
- Prioritization
- Virtual Working Capabilities
- Troubleshooting
- IIS Web Hosting
- Biometric Systems
- Access Control Systems
- HRMS Application Support
- ATS, PMS and Staffing
- Payroll Processing
- Microsoft SQL Server
- Database Exporting and Archiving
- Basic Cloud Computing
- EC2
- VPC and VPN
- Log Monitoring and Debugging
- Command Line Interface
- Batch Processing
- Remedy Ticketing Tool
- Basic Networking
- Port Forwarding
- XML Configurations
- Query Management
- Basic Linux commands
- Database CRUD and Joint operations
- SAAS, PAAS and IAAS Models
- ERP and CRM Application Support
- Fault Tolerance Root Cause analysis

□ API Key Management

PROGRAMING LANGUAGE AND SOFT SKILLS

Basic HTML, CSS, JavaScript, C#.net, SQL Server, C, C++, Amazon Web Services

ACADEMIC PROJECT

Name: News web Text Extractions

Organization: Last Year Academic

Languages: C#.net

Database: SQL Server 2008

Date: 01 September 2014 to 10 January 2015.

Extraction of news text from web and display it on static form without unwanted information i.e. extra adds and header footer with using MSS (maximum sub-sequence segmentation) algorithm.

ACHIEVEMENTS

Awarded as Best Event Coordinator at IDCUBE Annual Event.

Offered Hospitality Best Employee in Quarter of Year at ESSL.

2nd Prize winner at SITA BNY Exhibition at ESSL.

PERSONAL DETAILS

Name: Pavan Pralhad Mali

DOB: 24th Oct 1992

Contact No.: +91 8446472610 / 9960799496

Email: pavanmali.5679@gmail.com

Marital Status: Married.

Current Address: Wagholi, Pune, 4112207.

Permanent Address: Teachers Colony, Jamner, Jalgaon, 424206

Declaration: I do hereby declare that all the information given above is true to the best of my knowledge and belief.