

Pranay Deepak Rahate

SUMMARY

Experienced desktop support professional with strong technical skills and a passion for data analysis. Seeking to leverage analytical abilities and familiarity with IT systems to transition into a data analyst role. Proficient in troubleshooting, customer service, and data manipulation.

WORKING EXPERIENCE

Desktop Support Engineer

- **Kaizen IT Services** [Income Tax Office Nagpur] [Feb 23 – Till Now]
 - Provided technical support to end-users, resolving hardware and software issues promptly to minimize downtime.
 - Managed and maintained IT infrastructure, including hardware inventory and software installations.
 - Collaborated with cross-functional teams to implement IT solutions and improve system efficiency.
 - Developed and documented standard operating procedures for troubleshooting common issues.
- **CMS IT Services** [SBI Life Insurance Pune] [Nov 22 -- Feb 23]
 - Remote support using Remote desktop connection, Windows remote assistance, Any desk, Aeroadmin, Ammyy Admin, etc.
 - Hands on experience in handling ticketing tool.
 - Installation of MS office, antivirus and other software used in organization.
 - Applying Disk encryption and decryption activity.
 - System configuration for new joiner.
 - Installation of AirWatch software and services for VPN services.

TECHNICAL SKILLS

- Proficient in SQL and Excel for data manipulation and analysis.
- Experience with data visualization tools such as Tableau and Power BI.
- Strong analytical and problem-solving skills. Knowledge of IT systems and troubleshooting methodologies.
- Excellent communication and customer service abilities.
- **Application:** Microsoft Office, AirWatch.
- **Hardware and Networking:**
 - Disk Management, Partitions, Folder sharing, Access Permission
 - **Printer** and **scanners** installation and troubleshooting.
 - Basic networking, Configuration of **TCP/IP** setting,
 - Remote desktop and remote assistance.
 - Basic knowledge of routing and switching.

EDUCATIONAL QUALIFICATION

- Data Analytics Course from ARC Technology
- Electronics Engineering from K.D.K. college of engineering, Nandanvan Nagpur.
- HSC from C.P. and Berar junior college, mahal, Nagpur
- SSC from Sindhi Hindi high school, Pachpaoli, Nagpur

PERSONAL DETAILS

Email Id	:	pranayrahate2000@gmail.com
Contact No.	:	7719890872
Date of Birth	:	28/05/2000
Language Know	:	Marathi, English and Hindi
Hobbies	:	Playing Sudoku
Strengths	:	Quick Lerner, Dedication, Learn new thing.
Address	:	Timki, Nagpur -440018

DECLARATION

- I declare that the above facts given by me are true to the best of my knowledge and belief.

(PRANAY RAHATE)