

# PRASAD DHAVALI

✉ Prasaddhaval1995@gmail.com

☎ +918073057825

📍 Belagavi, Karnataka 590003

## KEY SKILLS

- Windows Troubleshooting
- Networking
- Active Directory
- DHCP
- Virtualization
- Windows Server 2016

## EDUCATION & TRAINING

### 2018 65%

MCA, KLE Society's  
Dr. M. S. Sheshgiri  
College of  
Engineering and  
Technology

### 2015 64%

BCA, Govindram  
Seksaria College of  
Computer Applications,  
Belagavi

### 2012 71.62%

PUC (12<sup>th</sup>),  
Adarsh Vidya  
Mandir  
PU-College  
Vadagav  
Belagavi

### 2010 51.52%

SSCL (10<sup>th</sup>),  
Bharathi Vidhyalaya High  
School, Belagavi

## PERSONAL SUMMARY

To make contribution to the organization to the best of my ability. To develop new skills and share my knowledge while interacting with others and achieve new heights.

## EXPERIENCE

### IT Support Engineer

#### Dailyhunt

16-Feb-2020 till date

IT support that assists clients with hardware and software issues. Job is to provide solutions or remote technical assistance including the setting up of computer hardware systems, installing and upgrading software, and troubleshooting IT issues.

### Key Responsibilities

- Responding to client support requests.
- Contacting clients to find out the nature of the problem.
- Troubleshooting hardware and software issues.
- Installation and Troubleshooting Windows, Linux, MAC OS.
- MS Office and all other licensed softwares.
- Should have knowledge and working experience in Desktop Support Engineer related activities like installation and configuration of PC, Antivirus, Outlook, OS, diff. software and other hardware peripherals.
- OS level Trouble Shooting and Admin.
- Provide solutions to user as per their ticket in appropriate OTRS.
- Installation & Configuration of Desktops, Laptops, Exchange mail etc.
- Solving Problems through Remote desktop Connection, Team Viewer, Monitoring in-house and remote location software problems.
- Address user tickets regarding hardware, software and networking

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## CERTIFICATES

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- CCNA
- LINUX ADMINISTRATOR
- MICROSOFT WINDOWS SERVER 2016

## OPERATING SYSTEMS

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- CENT OS
- WINDOWS 7 , 8 ,10
- UBUNTU
- MAC OS

## Courses Working-on

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- Shell Scripting
- Ansible
- Aws
- Docker

## System Administrator

**Pinmi Software Solution Pvt Limited 2-Nov-2018 to 31-Dec-2019**

Installing and configuring software, hardware and networks. Monitoring system performance and troubleshooting issues. Ensuring security and efficiency of IT infrastructure.

### Key Responsibilities

- Installing and configuring software, hardware and networks.
- Monitoring system performance and troubleshooting issues.
- Ensuring security and efficiency of IT infrastructure
- installing, managing, and upgrading Windows-based systems.

## Project Details

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### OTRS Ticketing Tool:-

- Its contains an agent portal, admin dashboard and customer portal.
- Teams process tickets and requests from customers (internal or external).
- The admin dashboard allows system administrators to manage the system.
- Whenever ticket raised by user it will appear in OTRS dashboard and we need to follow up with it to resolve issue.
- It is mainly used to solve user query like, software installation, os upgrade, admin access providing for specific user only.
- Hardware and software related issues etc.

### Wazuh – Security Management Tool:-

- Wazuh is a free open-source host-based intrusion detection system.
- It performs log analysis, integrity checking, Windows registry monitoring, rootkit detection, time-based alerting, and active response.
- It provides intrusion detection for most operating systems, including Linux, Mac os, Windows.
- Wazuh has a centralized, cross-platform architecture allowing multiple systems to be monitored and managed.

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## Personal Information

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Name : Prasad Dhavali

Date of Birth : 2<sup>nd</sup> March 1995

Marital status : Single

Nationality : Indian

Father's Name : Mr. Laxman .V. Dhavali

Mother's Name : Mrs. Saraswati .L. Dhavali

Languages known : English, Kannada, Hindi, Marathi

## Declaration

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I hereby declaration that all the information furnished above is true and correct to the best of my knowledge and belief.

Yours Sincerely  
Prasad Dhavali