**Pravin Gavhane**

**:**[prvngvhn179@gmail.com](mailto:prvngvhn179@gmail.com) Smart Phone:+91-7888190207 [www.linkedin.com/in/pravin-gavhane-2b1a22230](http://www.linkedin.com/in/pravin-gavhane-2b1a22230)



**Snapshot**

**An Innovative, Dedicated, Resourceful and Result-Oriented Professional offering a progressive**

**L1 and L2 IT Support, IT administration and Operations.**

**6 years** of experience in the System Support Engineer.

Proficient in dealing with all desktop service activities of upgrading, installing as well as troubleshooting. Providing best possible solutions to fix users problem, if not then at least a workaround, which leads to no impact on production and a satisfactory client service. Understanding user requirements and automating most of them, for faster and error free Processing.

Playing key role as a VIP Support, Desktop Support and System Administrator.

**AREAS OF EXPERTISE**

Active Directory Office 365 SCCM Management

Desktop Support MacAfee Antivirus Vendor Management

Project Planning & Execution BMC Remedy Reporting Service Now Reporting

Team Leadership Basic PowerShell scripting SOP and KB writing Resource Allocation SLA Management

Cisco AnyConnect Vpn Skype Business Support One Drive SharePoint

**CAREER CONTOUR**

|  |  |
| --- | --- |
|  | |
| **Organization** | **Concentrix Daksh India Pvt Ltd** |
| **Period** | **14th June 2022 to till Date** |
| **Designation** | **IT Operations Lead** |
| **Job Responsibilities**   * Taking care of SCCM software deployment and compliance related incident. * Working to reduce the sccm non-compliance and security incident. * Using MBAM to enabling Bit locker Encryption on laptops: Dell, Lenovo and Hp. * Working with global Security team to implement policies for increasing security. * Contacting the NOC Team for Network Down issues and BRC for Server down issues. * Creating high severity tickets i.e. BRC for Server Issues and escalating it in a timely manner depending upon the severity and the impact. * Using Active Directory to manage permissions and access to network resources, Printer, Shared Drives and policies. * Citrix Workstation configuration and troubleshooting Management. * Using the Incident Management tool Service Now to create and manage tickets. * Work towards resolution of such incidents at the earliest & comment each incident appropriately. * Creating, documenting, assigning, and dispatching tickets on the ticketing tool. * Responsible to handle user calls within SLA. * Supervising security compliance with the help of engineers and maintaining compliance   Status 99% and above. | |

|  |  |  |
| --- | --- | --- |
| **Client** | | **Fiserv India Pvt Ltd** |
| **Organization** | | **VDA InfoSolutions Pvt Ltd** |
| **Period** | | **1st Jan 2018 to 12th June 2022** |
| **Designation** | | **VIP Support Engineer** |
| **Job Responsibilities**   * Managing Desktop support, A/V support and L1 team. * Conducting IT inductions for VIP users and VIP client Support. * Installation & Configuration Skype for business Lync, WebEx, Zoom and MS Teams * Service now ticket queue management, solving incidents which cannot be solved by Team members. * Configuring and troubleshooting AVAYA, Cisco phones and all the application. * Expertise in troubleshooting of Systems related issues within defined SLA. * Familiar with desktop imaging software’s experience using Ghost/WDS, Achronis or similar technologies. * Experienced with Configuration Manager Remote Control (SCCM), MSTSC, Dame Viewer, team Viewer, Any Desk and Bomgar remote tool, Zoho Assist etc. * Working on Active Directory, SCCM, Exchange 2003 and 2010 and O365. * Use of basic power shell commands for administration. * Installation and configuration of Mac and Linux OS. * Hands on Mac installation and basic troubleshooting issues. * Being an Acting Queue Manager: Managing SNOW (tickets) queue, SLA Ageing * And managing all necessary reports from SNOW to find SLA etc. * Creation/Alteration/migration of AD objects, user accounts, Distribution Lists, Security group’s policies. * Ensures that SOPs and Routine Business Practices (RBPs) are created, monitored, enhanced and communicated to appropriate team members across locations. * Single point of contact for providing and planning every event and BU head meet and town halls. * Supporting Video Conference using Poly-com Video conferencing Equipment. | | |
|  | | |
| **Client** | | **TATA Motors Limited CVBU** | | |
| **Organization** | | **VDA InfoSolutions Pvt Ltd** | | |
| **Period** | | **14th Dec 2017 To 27th Dec 2018** | | |
| **Designation** | | **Security and Compliance Engineer** | | |
| Job Responsibilities   * Responsible for resolving technical problem with desktop computing systems and software as a Compliance and security support. * Installation & configuration of McAfee Antivirus Agent as well as their Components. * McAfee Disk Encryption \Decryption Management, Lock \Unlock key management. * McAfee Scanner configuration & troubleshooting. * Handle scanning of files and folders by conducting remote troubleshooting. * Experience in McAfee ePO Console Management. * Experience in McAfee Carbon Black Console Management. * Check and push daily updates via ePO console for McAfee VSE, DLP, MDE, ENS, and TIE. * Maintain report and logs of daily check of DAT update, schedule server task status & server health check etc. * Monitor the ePO and CB dashboard for signature update status, any threat detection and action on   the same. | | | | |

|  |  |
| --- | --- |
| **Client** | **HP Inc.** |
| **Organization** | **Impact InfoTech Pvt Ltd** |
| **Period** | **30th Sept 2016 -to 12th Dec 2017** |
| **Designation** | **Desktop Support Engineer** |
| **Job Responsibilities**   * Installation and administration of Windows (XP, Windows 7), Outlook, lotus and mainframe applications. * Taking care of antivirus and compliance related incident. * Monitoring Licenses of software’s for user’s with the help of vendor’s * Working with global Security team to implement policies for increasing security. * Preparing MIS reports for the security compliance incident * Responsible for delivering support through telephone, desk-side visits and email Support to end users in problems regarding with using desktop applications, Desktop Hardware, and Network issues. * Configuring software and Barcode Scanner devices, and maintaining reports of the same. * Maintaining & Troubleshooting Hardware Devices like Printers, Switch and special purpose printer (thermal printer use for printing boarding pass and baggage tags). * Configuring router, Wi-Fi, biometric tracking system, LAN, switch, printers. * Installation & configuration of Microsoft Office 2013/2016. * Installation & configuration Skype for business Lync, WebEx, Zoom and MS Teams. * Provide the training to users on application One Drive, SharePoint. * Configuration Manager Remote Control (SCCM), MSTSC, Dame Viewer, Team Viewer etc. * Installation of windows security patches on systems. * Installation & administration of Windows Server 2008 and 2012and 2016. * Installation and troubleshooting Network related issues like VPN, connectivity problems. * Installation client application, PLM, AutoCAD, SQL, SAP, Oracle database and etc. * Troubleshooting Network related issues like VPN, connectivity problems, installing various types of applications software. (SQL Server, Oracle and etc.). * Troubleshooting LAN, WAN, VPN & Wireless Networks * Managing multiple printers assigned to embedded mainframe applications, and fixing application related issues. | |

**Academia**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Course** | | **Institute/College** | **Year of Passing** | **University Board** | **Percentage**  **(%)** |
| **BE IT** | **NITMS** | | **2014** | **Nagpur University** | **72.23%** |
| **IT Diploma** | **Nath Polytechnic College** | | **2011** | **MSBTE** | **73.37%** |
| **HSC** | **Pratishthan College** | | **2007** | **BAMU University** | **65.36%** |
| **SSC** | **Manjra High School** | | **2005** | **LATUR Board** | **68.86%** |

**Achievements**

* **Employee of the Year**-January 2021

Best award for resolving crucial issues at VIP level.

* **Star award of the month**-June 2021

Solved 99.2% of Level 2 tech support tickets without needing to escalate to Level 3 tech support engineers.

**Selected Projects**

* **Windows 7 to Windows 10 OS Migration-** February 2020

## 6000+ Systems Operating System Migration Successful Completed Within targeted Period.

## Domain Migration- May 2021

Learned many things like as power automation, scripting project cycle management.

Key role played in while migration and solved their migration issues.

**Personal Interests**

* **Active directory** Administration
* **Microsoft Office 365** (Exchange) Administration
* **SCCM** Admin
* Want to participate in large-scale upgrades and installations, Deploy distributed lists of sw.

**Personal Details-:**

**Name :**  Pravin Kalyanrao Gavhane

**Permanent Address :  #**68, Hatola, Near Maruti Temple, Tq-Washi, Dist-Osmanabad

**Résident Address** **:** #34, Hindu Colony, ShivNagari, Dighi, Pune-411015

**Languages Known :** English, Hindi, and Marathi.

**Date of Birth :** 06th July1990.

**Marital Status :**  Married

**Nationality :** Indian

Hobbies : Singing, Listening Music, Cricket, Travelling, and Social Networking.

**Declaration-:**

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

Date-: \_\_\_\_\_\_\_\_\_\_\_\_\_

Place-: Pune

**Current CTC:-4.5 Lpa**

**Expected CTC:-30%hike**

**Notice Period:-30 days**

**Gavhane Pravin K.**