



Abhishek Anil Patil

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System Engineer seeking roles in Desktop Support, Installation, Technical Support, System Administration, IT Infrastructure Management, Troubleshooting, Problem Management, IT Helpdesk Management, Incident Management, DNS

Current Designation: System Engineer	Total Experience: 4 Year(s) 5 Month(s)
Current Company: Wipro Limited	Notice Period: 3 Months
Current Location: Mumbai	Highest Degree: BA [History]
Pref. Location: Mumbai, Singapore, Dubai	
Functional Area: IT Software - Application Programming / Maintenance	
Role: System Admin	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: System Engineer, System Admin, Desktop Support, Network Support, Installation, Network Security, Technical Support, System Administration, IT Infrastructure Management, Troubleshooting, Problem Management, IT Helpdesk Management, Incident Management, DNS	
Verified: Phone Number Email - id	

Last Active: 25-Aug-20

Last Modified: 25-Aug-20

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Summary

Learning is a curve that never ends, and I believe that thirst when combined with sheer hard work and determination can bring success to one's life which I feel I am an example and proud of it. I have joined in the role of a Systems Engineer Trainee in December 2015 and progressed to Systems Engineer; Senior systems Engineer with my current role as Engineering Analyst. I have been associated with different companies for the past 3 years, 10 months and working with multiple clients has given me better understanding of any Manufacturing or services-based industries. believe in securing a responsible career opportunity to fully utilize my skills and training, while making a significant contribution to success of the organization I work for while gaining knowledge in newer things and expanding my horizons.

Work Experience

Wipro Limited as System Engineer
Sep 2019 to Till Date

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Vara United & Wipro Limited- Working for Client ICICI Bank

Tenure of services: 10th Sept '19 to Present

Responsibilities:

Ensure standardization, compliance and enforcement of user access policies and daily operating procedures

Troubleshooting issue related to mail flow, mail restrictions and email related issue via exchange server

Working with the automation team to get the things automated for reducing human efforts.

Regularly housekeeping of AD Domains

Preparing AD Audit data and maintain the list of VIP Users

Looking after the escalations from senior users and on priority requests until the closure

Performing No login activity to get the report of non-active users for all location

Responsible for mailbox creation and setting up email account for new joiner

Monitoring and scheduling of batch file jobs.

Preparation of daily server checklist & team activity reports

Working on Ms Exchange and troubleshooting issue related to the same.

Management of User account- Creation, deletion, modification and Disable

Handling request for generic id creation and DL Creation and responsible for applying the restriction on the same Analyzing and troubleshooting basic issue of PC.

Working with different team on different project and looking after their requirements as a part of operations.



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

• **Union Bank Of Switzerland** as IT Analyst
 Feb 2018 to Sep 2019

Successfully lead & executed project in Singapore for Expert Layer Support. Achieved milestones by training the team & implementing the process from scratch in India.
 Installation of OS and recovering the system remotely as per request on security team.
 Providing user remote support for L1 and L2 service as per request and troubleshooting for issue related to desktop & laptops.
 To provide support and coordinate with clients during PM (preventive maintenance) activity.
 Maintaining Incident management, Problem management, Change management, trackers.
 Coordinating with concerned teams to resolve issues regarding network, server etc.
 Working with the problem management team & helping team by creating awareness and performing the steps required to resolve the issue as per the guidelines of Microsoft
 Provide L1 & L2 troubleshooting for issue related to VDI & DTP machines
 Troubleshooting issues related to local as well as roaming profiles for global users.
 Handling issues related to sync centre and C drive full issues in VDI environment
 Troubleshooting issues related to Market Data Products.
 Troubleshooting issues related to Moonshot- A3 dedicated VDI
 Part of mission control team by being an active member in troubleshooting all outage taking place within the organization environment
 Responsible for Internal co-ordination with all departments for technical issues
 Troubleshooting issues related to Windows Updates & Software Failures in VDI Infrastructure
 Quota Management for Share drive
 Applying Gsnow Helsinki ticketing tool during projects
 Compiling & presenting information upon resolving project related issue.
 Handling Frequent account lockout issue via Dell Change Auditor (Active directory Tool)
 Troubleshooting issues related to Group share drive on users system and handling access related issue in Active Directory.
 Using Netmon and Procmon tools to capture the logs for frequent issue
 Troubleshooting Outlook, Internet, Softwares and antivirus issue
 Analyzing and troubleshooting basic issue of PC.

• **Wipro InfoTech** as Windows System Engineer
 Dec 2015 to Sep 2019

InfoTech - On 3rd Party Payroll of Embee Software Pvt Ltd and ThinkApps Solutions Pvt Ltd at client site Colgate Global Business Services
 of service: 16th Nov 2015 to 10th Feb'2018 Responsibilities:
 Managing & handling team for end user support & Global Support
 Manage & maintain IT Systems along with Vendors Management.
 Maintaining an Optimizing Software & Hardware Inventory.
 Coordinating & supporting Internal departments with technical support
 Responsible for weekly checkup of Microsoft Server Patch & Access Management
 Monitoring & managing server backup & restorations
 Troubleshooting of basic network issues, VPN, SCCM, Bit Lockers, Windows Update and windows profile related problems.
 Provide support to mail clients (Google , Lotus Notes)
 Involved in DR planning & server restart activities.
 RSA Administration- assigning token to the end users as per requirements and trouble shooting of issues related to RSA
 Complaint management and providing best of customer services to internal / external customers
 Active Directory House Keeping.
 Share Drive quota management for end users via file server
 Provide share drive access via active directory to end user
 Providing Cross Domain access to end user via Active Directory
 Deletion of Unwanted shared drive via active directory by seeking the proper approval from management
 Performing weekly checkup of IT Equipment's and logging calls with vendor in case of hardware issue.

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Education

UG: **BA (History)** from **Mumbai University** in **2015**

PG: **BA (History)** from **Mumbai University** in **2015**

Other Qualifications/Certifications/Programs:
 Global Networking & Infrastructure Managemen

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IT Skills

Skill Name	Version	Last Used	Experience
Microsoft Office			
MCSA			
MCSE			
AZURE			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				

Hindi
Marathi

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Affirmative Action

Physically Challenged: **No**

Work Authorization

Countries: **Australia,Switzerland,Singapore**

Job Type: **Permanent**

Employment Status: **Full time**

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