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Prakash Satpute ⭐ Featured

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Technical Assistant seeking roles in Technical Support,Desktop Support,Incident Management,Configuration Management,SLA Management,Hardware Troubleshooting,Networking,Installation,ITIL, Network Support, System Troubleshooting, Troubleshooting,

Current Designation: Technical Assistant

Current Company: Yeshwantrao Chavan College of Engineering

Current Location: Nagpur

Pref. Location: Nagpur,Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Hardware & Networking

Marital Status: Single/unmarried

Total Experience: 4 Year(s) 2 Month(s)

Notice Period: 15 Days or less

Highest Degree: Diploma [Computers]

Key Skills: Tech Support Engineer,Software Support,Desktop Support,Incident Management,Configuration Management,SLA Management,Hardware Troubleshooting,Client Servicing,Networking,ITIL,Installation,Desktop Troubleshooting,Troubleshooting,System Administration

Verified : 📞 Phone Number | Email - id

Last Active: 18-Jan-21   Last Modified: 18-Jan-21

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Summary

To work in a firm with work driven environment where I get opportunity to be more creative, where I can utilize and apply my practical knowledge and skill which would enable me as a fresh graduate to grow while fulfilling organization goal with my strong content of solutions.

Work Experience

🔘 **Yeshwantrao Chavan College of Engineering** as Technical Assistant
Jun 2018 to Till Date

Installation of Operating System Windows (XP, 7, 8, 10), Ubuntu and Linux etc.
Crimping CAT6 Cable and IO Punching.
Installation all types of application software's.
Provide technical support remotely by RDC, Admin ammy, AnyDesk and Team Viewer.
Configured hardware, devices and software to set up work stations for employees.
Installed, modified and repaired software and hardware to resolve technical issues.
Removed malware, ransomware and other threats from laptops and desktop systems.
Loaded software, granted permissions and configured hardware for new employees as part of onboarding process.
Provided on-call support for critical Type issues related to Network and System.
Processed support requests weekly for technical assistance on wide range of issues related to Network, Software and Hardware.
Use ticketing systems to manage and process support actions and requests.
Patched software and installed new versions to eliminate security problems and protect data.
Resolved issues with systems, hardware and network quickly and accurately.
Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
Installed technical hardware and software in deskside support environment.
Assembled, customized and repaired hardware infrastructure using hand tools, components and peripheral accessories.

🔘 **APS Microtech** as Computer Hardware & Networking Engineer
Nov 2016 to Jun 2018

Identifying hardware and software solutions.
Troubleshooting technical issues.
Diagnosing and repairing faults.
Resolving network issues.
Installing and configuring hardware and software.
Speaking to customers to quickly get to the root of their problem.
Providing timely and accurate customer feedback.
Talking customers through a series of actions to resolve a problem.

Following up with clients to ensure the problem is resolved.
Replacing or repairing the necessary parts.
Managing multiple cases at one time.
Providing Remote Support

- **APS Microtech** as Junior Graphic Designer
Nov 2016 to Jun 2018

Understanding project requirements and ideas.
Using graphic techniques to create drafts.
Producing logos, banners, and interfaces.
Pitching creative concepts.
Collaborating with the team to launch projects.
Using feedback from other designers to improve.

Education

UG: **Diploma (Computers)** from **Maharashtra State Board of Technical Education, Mumbai** in **2018**

IT Skills

Skill Name	Version	Last Used	Experience
NETWORK SUPPORT			2 Year(s) 0 Month(s)
COMPUTER NETWORKING			2 Year(s) 0 Month(s)
HARDWARE TROUBLESHOOTING			2 Year(s) 9 Month(s)
Technical Support			3 Year(s) 6 Month(s)
DESKTOP TROUBLESHOOTING		0	3 Year(s) 0 Month(s)
Remote Desktop		0	3 Year(s) 7 Month(s)
Remote Support		0	3 Year(s) 5 Month(s)
Networking		0	1 Year(s) 8 Month(s)
Operating Systems		0	1 Year(s) 0 Month(s)
Problem solving		0	3 Year(s) 5 Month(s)

Languages Known

Language	Proficiency	Read	Write	Speak
English	Proficient	✔	✔	✔
Hindi	Expert	✔	✔	✔
Marathi	Expert	✔	✔	✔

Projects

- Project Title: College Management System
Client: Shri Datta Meghe Polytechnic
Nature of Employment: Full Time   Duration: Aug 2017 - Mar 2018
Role: Project Leader   Onsite / Offsite: Offsite
                                                 Team Size: 4

Project Details: Main aim in developing College Management System is to provide an easy way not only to automate all functionalities of a college, but also to provide full functional reports to top management of college with the finest of details about any aspect of college

College Management System is software or web application has the perspective of attaining attraction of those colleges which dont have one good performing software for keeping their information secure and make their management easier

College Management System provides one attractive environment where you can manipulate data and information about students and staff easily. So we can say the Core purpose of designing College Management System is to manage the task related to the college students/faculties and to reduce time to searching of appropriate candidates in college view.

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent / Temporary

Employment Status: **Full Time, Part Time**