

**MISS. RIYA DEEPAK PAWAR**

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**ACADEMIC PROFILE** (include all qualifications: School/Diploma/Bachelors/Masters, etc.)

QUALIFICATION	INSTITUTION AND AFFILIATION	DURATION	SCORE
Bachelor of Engineering in Computer Science & Engineering	Sant Gadge Baba Amravati University, Amravati, India	2015 - 2019	CGPA 7.39/10
12 <sup>th</sup> Grade	Maharashtra State Board, Pune, Maharashtra, India	2013 -2015	63.38%
10 <sup>th</sup> Grade	Central Board of Secondary Education, India	2012 - 2013	70%

**PROFESSIONAL EXPERIENCE** (write about all the work experiences)

**CompuCom, Pune, Maharashtra.**

• 18 Oct 2020—Present

Job Profile: *Tech support*

Responsibilities:

- All troubleshooting application installed inside citrix receiversupporting end users with active directory for syf
- Technical troubleshooting and attend required technical issues andmake effective use of KB\_to address issue efficiently
- Force rebooting end user Citrix Machine and Troubleshooting user installed application
- Installation & Administration operating systems (Windows 7, 8, 10) & othersoftware on client's system
- Performing troubleshooting on assigned ticket and resolve the problem within SLA.
- Provide Support to end users over the Phone/Email, using Remote Tools totroubleshoot issues
- Configuration of E-mails MS Outlook (2010, 2013, 2016) on client computers
- Administred Users Access, User Rights, for Users and Groups and shared folders.
- Managing Mailbox databases/ Backups/ Repair/ Recovery/ Migration

**PROJECTS UNDERTAKEN** (include all your academic and professional projects)

**Title: Project on Doctor AIDE**

- Duration: 12/2018– 02/2019
- Organisation: Sipna College of Engineering and technology, Amravati, India
- Objective/Description: This project is based on 'Optical Character Recognition' (OCR) which is an extensively employed method to transform the data from any medical documents into electronic format which can be used in database management, data analysis, etc.

Team Size: 6

**INDUSTRIAL TRAINING AND INTERNSHIPS** (write about all the training sessions by far)

**Intern/Trainee**—J.K Innovative Amravati, Maharashtra, India. 11/2018 - 02/2019

**COURSEWORK AND CERTIFICATIONS**

- Certification in C++ at COMPILERS

- Certification in Oracle
- Certification in Core JAVA
- Linux

#### **AWARDS AND ACHIEVEMENTS** (include all the awards and achievements in college and office)

- Participated in googler at prajwalan 2017(National Level technical festival held at Government College of Engineering, Amravati, India)
- Participated in Circuit Mania hunt and web Einstein at Prajwalan 2018( National Level technical festival held at Government College of Engineering, Amravati, India)
- Participated in Junkyard Wars at Pragya 2017( A national Level technical festival at Shri Guru Gobind Singhji Institute Of Engineering & Technology Nanded, India)
- Participated in Blind C at Pragya 2017(A national Level technical festival held at Shri Guru Gobind Singhji Institute Of Engineering and Technology, Nanded, India)

#### **EXTRACURRICULAR ACTIVITIES** (include all informal activities in college and office)

- Played Rope-malkhamb on district level  
Represented College in Sant Gadge Baba Amravati University youth festival for Musical event
- Participated in Pick N Place at Pragya 2017(A national Level technical festival held at Shri Guru Gobind Singhji Institute of Engineering and Technology, Nanded)

#### **Spoken Language skills**

**English:** B2 level proficiency (IELTS certificate: 6.0)

**Marathi:** Mother tongue

**Hindi:** Native

**Place:** Pune.

**Date:** 01 / 12 / 2021

**Riya Deepak Pawar**

