

Objectives :-

Accomplishment driven Senior Technical Support Engineer with over 12 years solid experience and expertise in Operations management, Supervision, & Training Workforce management, Quality management as well as enhance department efficiencies amidst fast-paced working environments. Seeking a Challenging position in IT technical support and IT operations as Senior Associates/Team leader/ EDP in-charge, IT officer.

Experience :-

Company Name –TAXBONA INFOTECH PVT.LTD Nashik.

Date of Current Employment -01April 2018 to till date.

Designation–Technical Support Head.

Company Profile:-

TAXBONA INFOTECH PVT.LTD Nashik. Has Successfully Launched Software on **GST** Act (Goods & Service Tax). The Software **“Taxbona GST”** Prepared all GST related online form such as **GSTR1, GST2, GSTR-3B & GSTR4** easily & Auto.

Duties and responsibilities:

Duties :-

- Software Training to staff.
- Multi-user Software Installation in Network.
- Database Backup, Restore, Database Repair.
- Demonstrate product functions and features to internal and external customers either in personal or remotely.
- Monitor and respond to customer issues via Phone, Remote, Email, or chat Manage customer issues from initial report and documentation through resolution.
- Maintain a high level of customer satisfaction through professional communication and consistent and timely follow up.

Responsibilities:

- Provide prompt and accurate feedback to customers
- Responsible Software testing and the data in the software is accurate.
- Responsible for configure and test any new hardware and software.
- Follow up with our client to ensure the software is built as per there requirements.
- Research and identify solutions to software and hardware issues
- Track software issues through to resolution, within agreed time limits
- Provide prompt and accurate feedback to customers
- Refer to internal database or external resources to provide accurate tech solutions
- Ensure all issues are properly logged
- Prioritize and manage several open issues at one time
- Follow up with clients to ensure their version is fully functional after new software updataion.
- Handling escalation independently and ensuring that such incidents should not happen in future

Company Name - SONAL INFOSYSTEMS PVT.LTD. Nashik.

Date of Current Employment - Since 19 September 2006 to 31March2018.

Designation–Technical Support Head.

Company Profile:-

SONAL INFOSYSTEMS PVT.LTD Nashik Has Successfully Launched Software on MVAT Act (Maharashtra value Added Tax). The Software MVAT “MVAT Viewer “And “MVAT Computation” Provides Act, Rules, Forms, DDQ, Circulars Searching, VAT Returns, CST Return, Audit Reports etc.

- **MVAT Computation**

Front end: - V.B. Back End: - MSDE, MSSQL 7, MSSQL 2000, 2005.

- **MVAT Viewer**

Front end: - V.B. Back End: - MS ACCESS

- **New MVAT Computation**

Front end: - VB.Net Back End: - MSSQL 2005, 2008.

- **GST COMPUTATION**

Front end: - VB.Net Back End: - MSSQL 2008.

Duties and responsibilities:

Duties:-

- Monitor and respond to customer issues via Phone, Remote, Email, or chat Manage customer issues from initial report and documentation through resolution.
- Identify, recreate, research, and resolve product issues and document knowledge gained.
- Manage customer relationships from initial contact through problem resolution.
- Maintain a high level of customer satisfaction through professional communication and consistent and timely follow up.
- Demonstrate product functions and features to internal and external customers either in personal or remotely.
- Draft, review and update knowledge articles and other product support documents.
- Participate in team meetings and training.
- Escalate issues when required.
- Software Demonstrations to clients.
- Software Training to staff.
- Database Backup, Restore, Database Repair.
- Multi-user Software Installation in Network.

Responsibilities:

- Research and identify solutions to software and hardware issues
- Gathering requirements for development and testing and designing.
- Responsible Software testing and the data in the software is accurate.
- Responsible for configure and test any new hardware and software.
- Follow up with our client to ensure the software is built as per there requirements.
- Repairing and maintaining TCP/IP networking and hardware as per software requirements.
- Ask customers targeted questions to quickly understand the root of the problem
- Track software issues through to resolution, within agreed time limits
- Talk clients through a series of actions, either via phone, email, remote or chat, until they've solved a technical issue
- Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)
- Provide prompt and accurate feedback to customers
- Refer to internal database or external resources to provide accurate tech solutions
- Ensure all issues are properly logged
- Prioritize and manage several open issues at one time
- Follow up with clients to ensure their version is fully functional after new software updataion.

- Prepare accurate and timely reports
- Implementing checklist during each and every call.
- Handling escalation independently and ensuring that such incidents should not happen in future.

Technical Skills :-

- **Server OS:** - Windows-2000/2003/2008 R2 /2012 Server.
- **Desktop OS:** - Windows-95/98/2000/XP, Windows Vista, Windows 7, Windows 8 & windows 10.
- **Networking:-** Fundamentals of TCP/IP, Dial up links, LAN/WAN, DNS, VPN,PROXY.
- **Domain System.**
- **Thin client system.**
- **Hardware:-** Configuring Print Servers, Installed software, patching, upgrading and maintenance of operating system.

DBMS / RDBMS :-

- SQL Server 97, 2000, 2005, 2008 and MS-Access.

Key Skills :-

- Excellent customer facing skills.
- A positive attitude towards customer service and good communication skill.
- Commercial technical support experience of servers and network infrastructure.

Educational Qualification :-

- **Diploma In Computer Technology** from Maharashtra Board, Government Polytechnic Nashik (Maharashtra), Year of passing in 2006 with 57.52 %
- **S.S.C. (Xth STD.)** M.V.M. School Vehelgoan from Nashik Divisional Board Year of passing in 2001 with 72.66%.

Hardware & Networking :-

- **Hardware and N/W Course under EDP in Government Polytechnic Nashik.**
- **Diploma in Hardware & Networking Completed in Silicon Vally.**

Seminar On :-

- **Nano Technology.**

Project Details :-

Project Name : - PC Through control Energy Meter.

Front end : - VB **Back End:** - Access

Reporting Tool : - Data Report (VB)

Environment : - Windows 98, Win 2000, Windows XP

My Role : - Programmer and Report Designer, Data manipulation

Project Detail's : - System Maintain Information of Revolution (rotation

Speed of rotating, object Motors Machine in minutes Seconds).

Santosh .A.Jomde

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Personal Details :-

Name :- Santosh Asaram Jomde

Date Of Birth :- 01/06/1986

Nationality :- Indian

Language :- Marathi , Hindi, English.

Permanent Address: - Row House No-01, Shree Krishna Row Houses,

Chaudhari Builders, Nashik-Pune .

Highway, Palse, NashikRoad, Nashik-422101.

Strengths :- Punctuality, Confidence, Hard and Smart working.

I hereby declare that all the statements mentioned above are correct and complete to the best of my knowledge.

Yours Faithfully,

(Santosh. A.Jomde)