

# CURRICULUM VITAE

**Vaibhav R. Sapte**

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## OBJECTIVE

Aiming to achieve a challenging & successful career where I can make a significant contribution using my innovative ideas, knowledge, skills and experience with the objective of development & growth of the Organization.

## QUALIFICATIONS

- Passed B.Com in 2013-2014 with Second Class from Mumbai University.
- Passed H.S.C in 2009-2010 with Second Class from Maharashtra board.
- Passed S.S.C. in 2007-2008 with First class from Maharashtra board.

## Certifications

- MCSE (Microsoft Certified Solution Expert)
- Hardware and Network Engineer

## COMPUTER KNOWLEDGE

- Operating Systems: - Windows 98, Windows XP, Windows 8.
- Other Knowledge: - Basic Knowledge computer ( Excel, Word, Tally & Tally ERP 9.0,).
- Completed MS-CIT in 2009-2010 with Second Class.

## PERSONAL

Date of Birth	:	01 <sup>st</sup> June, 1992.
Languages Known	:	English, Hindi, and Marathi.
Nationality	:	Indian.
Hobbies	:	Listening to Music.
Marital Status	:	Single.

## **WORK EXPERIENCE**

**Company name** : Microland Ltd  
**Duration** : December 2017 to present date  
**Designation** : IT Service desk Engineer L2

## **RESPONSIBILITIES**

- Maintain and support systems, workstations, mobile devices, printers. respond to user service requests; and resolve trouble tickets.
- Closed 95% of trouble tickets on the first call without escalation.
- Commended for quickly resolving complex issues including system crashes, network slowdowns, connectivity problems, virus infections.
- Work in genie insurance application. If any issue occurred in that application then resolving that issue.

## **WORK EXPERIENCE**

**Company name** : IMSI India Pvt. Ltd  
**Duration** : May 2017 to December 2017  
**Designation** : IT Service desk Engineer L2

## **RESPONSIBILITIES**

- Maintain and support systems, workstations, mobile devices, printers. respond to user service requests; and resolve trouble tickets.
- Closed 95% of trouble tickets on the first call without escalation.
- Commended for quickly resolving complex issues including system crashes, network slowdowns, connectivity problems, virus infections.
- Cut incident call back rate by 12%; used technical, analytical and communication skills to accurately identify user needs and provide effective solutions.

## **WORK EXPERIENCE**

**Company name** : NIIT Technology  
**Duration** : December 2015 to March 2017  
**Designation** : Desktop Support Engineer L2

## **RESPONSIBILITIES**

- Prioritizing service tickets and providing support service to clients.
- Resolving daily technical issue and providing desktop support.
- Installing, testing and reviewing desktop software applications.
- Install and upgrade hardware and software components.
- Install network and USB printer and troubleshoot if printer not working.

## WORK EXPERIENCE

**Company name** : Impact InfoTech PVT LTD  
**Duration** : April 2014 to December 2015  
**Designation** : Remote Support Engineer L1

## RESPONSIBILITIES

- Troubleshoot client issues and escalated tickets if needed or placed a service call if the matter is identified as a hardware concern; followed-up with clients to ensure satisfaction with action taken.
- Escalate call to the technology team if 1<sup>st</sup> level solution did not resolve issue.
- Experienced in a lotus software that is mail configuration, mail not receiving not sending.
- Install network and usb printer and troubleshoot if printer not working

## Area of Strength:

- Capability to handle any issue within SLA.
- Team Player & Honest.
- Always stand by team member.

## DECLARATION

I hereby certify that the particulars given by me are true and accurate with the best of my knowledge. In the event of being selected, I assure you that I shall endeavor to discharge my duties to the entire satisfaction of the Organization.

(Vaibhav R. Sapte)

**Place** : Mumbai

**Date** :

