



Sawai Patel

Technical Support Engineer

CONTACT

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LANGUAGES

English:
Hindi:

SKILLS

- Technical support
- Troubleshooting
- Confidence
- Adaptability
- Dedication
- OS (Linux, DOS, Windows)

SOFTWARE

Antivirus	●	●	●	●	●
Data Studio	●	●	●	●	●
PMS	●	●	●	●	●
MS-Office	●	●	●	●	●

INTERESTS

Swimming
Reading News Paper

Summary

Dedicated IT Professional with over 11 years of experience in IT department support for domestic sites. I work Innovation, as a team member also works in a challenging as well as creative Environment with the scope to learn and improve my technical skill.

PROFESSIONAL EXPERIENCE

District IT Analyst

Educate Girls | 2020-January – 202X-Present

- Provide solution to end user to any type of IT issues (Hardware, Software), Troubleshooting software, laptops, desktops, printer, scanner issues.
- Mobile support (**Application & MDM**) resolved remotely users by 15%.
- District level procurement and Budget planning and management.
- Support provide PMS & Survey CTO related issues & challenges.
- Backup: Responsible to take users data backup (**NAS**).
- Providing remote support to multiple devices.
- Training: Train users on IT application, process and assets uses.
- Asset Management: Allocation, Tagging and tracking, transfer, maintain all type of asset records.

Sr. Desktop Engineer

Magnum Group (I) Pvt. Ltd. | 2017-August – 2020-January

- Worked on Dialer C-zentirx, User creation & permission, & monitoring.
- Configuration and troubleshooting of Cisco IP & Nortel phone, X-Lite and CTI toolkit.
- MS outlook configuration, Outlook backup & restore and troubleshooting.
- Maintained 200+ computers with various operating systems, upgraded them regularly, and repaired computer hardware when necessary

Technical support Engineer

Inknowtech Pvt. Ltd. vs HGS Ltd | 2013-March – 2017-February

- Peer to Peer, Client Server, Active Directory, DHCP, DNS.
- Troubleshooting different technologies includes Leased Line, MPLS & PRI Line.
- Coordinate with Vendors for IT asset repairing and logging calls for warranted assets
- Support the roll-out of new applications.
- Configuration & troubleshoot Verint impact 360 in call recording.

CERTIFICATES

RHCE - Redhat Certified Engineer

JCHNP - Jetking Certified Hardware
& Networking Professional

LINUX SKILLS

Installation and configuration
of Linux.

Installing Software Packages
using RPM and YUM,

Backup and Restore archive
and Compress.

DHCP, DNS, SSH, FTP NFS
& SAMBA

Support Engineer

NSB BPO Solution Pvt. Ltd. | 2011-October – 2012-November

- Exchange E-mail IDs and maintaining the E-Mail A/Cs.
- Managing and creating the VPN Kerio Firewall between the Branches.
- Install, upgrade, support, and troubleshoot Windows OS, authorized desktop applications, hardware, and peripheral equipment.
- Remote access support
- Wireless access point
- MS outlook configuration, Outlook backup & restore and troubleshooting.
- Cabling, patching, and LAN troubleshooting.

EDUCATION

M.Sc. (CS) - Master of Science (Computer Science)

University of MCRPV Bhopal, MP | 2009 – 2011

BCA - (Bachelor of Computer Application)

University of MCRPV Bhopal, MP | 2004 – 2007