*Desktop &Technical Support Engineer*  
Name: **Saurabh S. Dighe**  
E-mail: **saur\_dighe@hotmail.com**  
Phone: **9029497677**

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Result-Oriented person with 7 year experience in Desktop & Technical Support Engineer who believes in Productivity and Quality.   
  
**Objective:**  
  
To work in the area of “Desktop & Technical Support Engineer and Become a successful System Administrator”, explore my hidden strengths and participating in the growth of the organization.  
  
**Professional Qualification**

Hardware and Networking Engineering Course done from CMS Institute, Andheri CMS-House.

A+, N+, Basics of Networking, MCSA

MS-CIT Passed with 73%

Knowledge of Assembling of Computer system, Configuration of Client and server.

Installation of Switches, Bridges, LAN, Router

Knowledge of Windows98, Win2000, Win XP, Windows 7

E-mail Client-MS outlook, Microsoft Outlook, Thunderbird  
  
**Educational Qualification:**  
  
-S.Y.Bsc (Phy-Electronics) from Mumbai University  
-12th passed from HSC Board Of Maharashtra  
-10th passed from SSC Board Of Maharashtra

**Additional Skills:**

Knowledge of UBANTU OS. Linux

**Professional Experience:**

* Presently I am working as Freelancing Desktop, Network and Technical Support Engineer with Small scale Organization, Hotels, Offices from past 4-5 years.

***Responsibilities*:**

-Assembling Computer as per their need and set up an LAN Network with securities.

-Installation of various Software, Antivirus, Applying User Preferences for Internet access over LAN through Proxy setting and other resources.

-Timely taking backups and updating antivirus database through remotely or personally.

-Configuring Microsoft outlook for user and troubleshooting Mail Problem.

-Responsible for all internet related security.

* Worked with **Zenith Infotech**, Andheri (E) Speepz As Technical Support Engineer for one hand Half Year Months from 16 June 2008 to December 2009.

**Zenith Infotech is data Center NOC(IT)** company operating from India. It’s Data Storage systems are at Chicago, Baltimore, USA

***Responsibilities*:**

-Responsible for transferring Data Incremental with shadow protected file (spf &spi) to various servers as a backup storage. After successful transferred of files it need to be checked for its integrity.  
-Responsible for Patching of damaged files which had been lost or received as a bad chain files during transferring of file due to low bandwidth or server at the remote location is offline   
-Performed a Low Disk Operation on NAS at customers’ place is running out of space, using Remote Access credentials.

* Worked with **Nexsus Techno Solutions** Andheri a Techno-Marketing Engineer for 1 year from may 2007 to June 2008.

***Job Profile*:**

-Member of data loggers, IVRS team in Nexsus. Data Loggers are mainly use for recording of incoming and outgoing voice telephone calls. BSE is one of the major customer of *Nexsus Techno solutions*. I used to Talk and Communicate or negotiate and explain the technical functions of particular instrument to the customer with PPT demonstration to IT team of the particular Industry.   
  
  
  
**Application Skills**

-Implementing MS outlook Backup and restore of mail message, mail address book, recover corrupted mail and completely troubleshooting.  
  
**Personal Profile**

Name : Mr. Saurabh S. Dighe  
Date of Birth : 16/11/1980  
Languages Known :  English, Marathi, Hindi  
Address : Neel Samruddhi1, B/102 first Flr, Nr.City Post Office, Panvel Dist Raigad 410206

Mobile : 9029497677

Email : saur\_dighe@hotmail.com

Hobbies : Photography, Travelling, Games

Time of Joining : Within Two Days from the Appointment Letter

*The above information is true to the best of my knowledge*

Yours Truly,

Saurabh Dighe