

Shubham Asatkar

Born: 13th January 1994

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Lane No.03, Dattaprasad Society,
Vadgaon Sheri, Pune – 411014, Maharashtra.

OBJECTIVES

An innovative-minded individual having skill-set of around **4+ years** of experience in the IT Industry, aspiring to give a perfect curve to the opportunities by giving successful deliverance task performance through my knowledge and being an efficient contributor in the success of the organization.

HIGHLIGHTS

- **Technical Expertise:**
 - Technologies: Windows, Linux, Cloud.
 - Ticketing Tools: BMC Remedy, Connect IT.
 - MS Office 2010, 2013, 365, Outlook, SharePoint.
 - PowerShell.
 - Windows Server 2012 R2, 2016.
 - SCCM, Bit locker.
 - Virtualization.
 - Remote Support Tools – Bomgar, ZoHo Assist, Go To Assist.
 - Active Directory.
 - Azure AD.
- **Additional Skills:**
 - Code maintenance Tools: GitHub.
 - Amazon Web Services (AWS)
 - Automation Tools: Ansible, Jenkins
 - Docker, Kubernetes, Nagios.

SUMMARY

- **4+ Years** of experience in Information Technology and Support Industry.
- Currently working s **Associate System Support Engineer** in **Allscripts India Pvt Ltd**, Pune.
- Worked as **Desktop Engineer L2** in **Fareportal India Pvt Ltd** since 11th Oct 2021-16th May 2022.
- Worked as a **Desktop Support Engineer** in **Concentrix Daksh Services India Pvt Ltd** since 3rd December 2018 – 9th October 2021.

EMPLOYEMENT

4+ Years of Experience

- | | |
|---|---------------------|
| • Allscripts India Pvt Ltd, Pune | July 2022 - Present |
| • Fareportal India Pvt Ltd, Pune | Oct 2021 -May 2022 |
| • Concentrix Daksh Pvt Ltd, Pune | Dec 2018 – Oct 2021 |

ACADEMIC QUALIFICATIONS

- B.E (Computer Science) from RTMNU, Nagpur University, Maharashtra with 67%.
- Intermediate from Major Hemant Jakate College, Nagpur with 51%.
- S.S.C from Vidarbha Buniyadi High School, Nagpur with 56%.

PROFESSIONAL EXPERIENCE

Allscripts India Pvt Ltd. Pune

- **Role:** Associate System Support Engineer
- **Environment:** Windows 10, Windows Server, Azure.
- **Responsibilities:**
 - Management of User accounts, System security, change management and performance tuning.
 - Experience to handling **Service Now**.
 - Experience in Monitoring Client Servers such as Windows Server and Azure Servers.
 - Handling and experience in Health checks and Validations.
 - Managing Patching of Windows Servers (2012 & 2016).
 - Experience in Command Centre team for Monitoring Alerts.
 - Experience in Provisioning Tasks.

• **Fareportal India Pvt Ltd. Pune**

- **Role:** Desktop Engineer
- **Environment:** Windows, Linux, Cloud.
- **Responsibilities:**
 - Install, configure, and maintain operating systems, application software and system management tools.
 - Experience to managing **Active Directory**.
 - Experience to troubleshoot MS Office Issue like Outlook, MS Teams, Configuration of MS Office and Outlook.
 - Managing Asset Inventory of Desktop and Laptops.
 - Configuration of Cisco IP phones and troubleshoot with the softphone and Hard phones.
 - Experience to managing Remote Support Tool **Go To Assist**.
 - Experience of imaging Desktop and Laptops with the help of **SCCM**.
 - Configuration and troubleshooting of **Fort Client VPN** and **Cisco any connect VPN**.
 - Experience in **Connect IT ticketing tool**.
 - Experience to managing **Windows PowerShell**.

• **Concentrix Daksh Pvt Ltd. Pune**

- **Role:** Desktop Support Engineer
- **Environment:** Windows, Linux (Centos).
- **Responsibilities:**
 - Management of User accounts, System security, change management and performance tuning.
 - Experience to handling **BMC Remedy Ticketing tool**.
 - Working as member of the **UNIX** team actively worked on **Red Hat Linux**, servers in handling requests
 - Experience to managing **compliances like Netskope, Fire Eye, SCCM and Cortex**.
 - Diagnosis and maintenance of hard ware issues involving single and multiple point failures
 - Worked on Shell scripts to run, kill, Monitor, backup, rollback and archive all files for Server
 - Experience in remote tool like **Bomgar** and **ZOHO Assist**.

PERSONAL CHARACTERISTICS

- Excellent Communication Interpersonal Skills and good listener.
- Strong analytical and problem-solving skills with a positive attitude.
- Multitasking, Meticulous and detailed oriented.
- Self-learner and motivator.
- Ability to work with customers and teammates. Team player.
- Open-minded with a high work ethic and proven ability to work in a dynamic environment.

HOBBIES

Outdoor Games, Community Group Involvement, Traveling, Cooking, Gardening, Reading, Exploring New Things, Listening Music.

PERSONAL DETAILS

Name	:	Shubham Prabhakar Asatkar
Date of Birth	:	13 th January 1994
Gender	:	Male
Marital Status	:	Unmarried
Nationality	:	Indian
Language Known	:	English, Hindi, and Marathi
Permanent Address	:	40, Sant Keshar Mata Nagar, Hudkeshwar Road, Nagpur-411024.

(Shubham P. Asatkar)

Date/---/---/-----

Place: