

MRUGESH KATE



About Me



4+ Years' experience



January 3, 1993



Nagpur, Maharashtra



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IT Professional

4 years of **Desktop Support Engineer** vast experience in IT Analytical Technical support representative & service engineer with good communication and problem-solving skill.



Work Experience

6th Feb 2016 to Current.

Hardware Engineer

Krishnam Computers

Nagpur, Maharashtra

- Determine users' technical needs and provide them with appropriate solutions.
- Install hardware, software and device drivers on standalone computers.
- Install and configure computer networks including LAN and WAN.
- Doing Crimping, Punching, managed network, configuring Wireless & Wired Routers.
- Resolving all windows Issue. (Like windows error, working slow, windows not starting, BSOD, No boot.)
- Installing window XP, window 7, 8 & 10,
- Manage network configurations to ensure that all computers on a network can communicate effectively.

3rd Nov 2014 to 14th sept 2015

Solution Engineer (Technical support Engineer)

Quattro Global Services

Gurgaon, Haryana

- Customer Service Activities: Provide strong customer service. Understanding customer Problem.
- Diagnose and Troubleshoot on all Issue through Remote session or in call. Like outlook, Printer, no-internet, No boot.
- Troubleshooting of All Laptops & Desktops, Printers.
- Responsible for achieving & maintaining call or remote statistics like number of call or Remote resolution, number of cases closed or issue resolved.
- Perform responsibilities of documenting technical case, recommendations & resolution in The CRM system.
- Configure of Printer, Modem and Scanner. Troubleshooting LAN.



Education

PGDCT

post graduate diploma in cloud technology

Rastriya Sant Tukdoji Maharaj Nagpur university
Nagpur, Maharashtra

Graduated, MAY 2019

Marks 62.58%

Division 2

Bachelor of Science (IT)

Kanpur university
CSJMU University
Kanpur, Uttar Pradesh

Graduated, June 2014

Marks 65.52%

Division 1

10+2

New English School
MSBTE Board
Nagpur, Maharashtra

Graduated, July 2010

Marks 53%

Division 2

10th

S.T Paul School,
MSBTE Board
Nagpur, Maharashtra

Graduated, July 2008

Marks 53%

Division 2



Professional Qualifications and Affiliations

- Hardware (A+), Networking(N+)
- Completed Jetking Certified Hardware and Networking Engineer (**JCHNE**)



Computer Proficiency

Networking Support Skills

- Installation and configuring of DNS, DHCP
- Installing Wizard and Wireless Network, Internet Connection Sharing

PC Hardware Support Skills;

- Computer Hardware and its part assembling and disassembling.
- Working with System Utility.

PC Operating Support Skills;

- Windows XP, Windows Vista, Windows 7,
- Installation of Windows server 2012 Windows 2016

Computer Application

- Windows Outlook Express 2007, MS-OFFICE Outlook 2007 and its configuration.
- MS-Word, MS-Excel, MS-Power-Point

Virtualization

- Basic Virtualization.
- Creating Multiple VM

Cloud Computing

- Creating & managing Resource group.
- Virtual Machine.

Server Management

- Installation of Server 2008, 2012, 2016
- Configuration Of RDP.



Languages

- English
- Hindi
- Marathi



Personal Interests

- Technical books
- Find out computer issue
- Video game



Personal Details

Father's Name: Mr. Milind Kate
Birthday: January 03, 1993
Gender: Male

Marital Status: Single
Nationality: Indian

Declaration

I, Mrugesh Kate, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Mrugesh Kate

Nagpur, Maharashtra

DATE: -