

Netranjali Prasad Chaudhari

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Objective

To work in a challenging environment where I can enhance benefit of the organization by my technical skills and knowledge.

Professional Summary

- Good understanding of system support, Installation, Configuration and maintenance of various vender products.
- Ability to perform under a high-pressure work environment, Self-motivated and global achievement.
- Responsible for Technical support, including identifying and resolving daily basic technical issued occurring in Laptop, Desktop, Printer, Windows and LAN.
- Good hands-on experience Backup and Restore of mails, Profiles and Address Books in mailing client MS outlook / MS Outlook Exchange Server.
- Support software, Application related issues of company user via remote control tool TeamViewer, Remote Desktop.

Educational Qualifications

M.SC.IT | MUMBAI UNIVERSITY | 2017 | 75.57%

B.SC.IT | MUMBAI UNIVERSITY | 2015 | 68.70%

Working Experience

IT EXECUTIVE| GODREJ MEMORIAL HOSPITAL | FEB 2025 TO TILL DATE

Job Responsibility

Software & Application Management

- Ensuring proper functioning of hospital front-end software, including patient portals and billing systems.
- Managing IT support for telemedicine platforms.
- Overseeing the integration of different hospital software systems.

Vendor & Stakeholder Coordination

- Collaborating with software providers, hardware vendors, and IT service providers.
- Managing IT budgets and negotiating contracts for IT services.
- Reporting IT performance metrics to hospital management.

PROJECT CO-ORDINATOR | ALLIED DIGITAL | MAY 2024 TO OCT 2024

Job Responsibility

Project Planning and Coordination

Communication & Stakeholder Management

Risk Management
Documentation & Reporting
Quality Assurance
Resource Management
Process Improvement

IT FMS SUPPORT ENGINEER |CORPORATE INFOTECH PVT LTD| DEC 2021 TO MAR 2024|CLIENT SITE : AIR INDIA LTD (WESTER REGION, CSMI AIRPORT)

Job Responsibility

- Address user tickets regarding hardware, software and networking
- Walk customers through installing applications and computer peripherals
- Ask targeted questions to diagnose problemsConduct remote troubleshooting
- Test alternative pathways until you resolve an issue
- Customize desktop applications to meet user needs
- Record technical issues and solutions in logs
- Direct unresolved issues to the next level of support personnel
- Follow up with clients to ensure their systems are functional
- Report customer feedback and potential product requests
- Help create technical documentation and manuals

DESKTOP AND REMOTE SUPPORT ENGINEER |GLOBAL INFOTECH PVT. LTD | MAY 2019 TO JAN 2021

Job Responsibility

- Install, Upgrade, Support and troubleshoot Windows 7, 8 and 10
- Install, Upgrade Microsoft Office 2007, 2010 ,2013 & 2016
- Installation and Configuration of Company Application.
- Installation of Anti-Virus software has and lives updating virus definition.
- Managing the remote location through the Remote Connection and Configuring mail Client like MS-Outlook.
- Manage Antivirus (McAfee Antivirus). Troubleshooting and problem solving on the network.
- Solve internet related problems configurations basic TCP/IP Setting.
- Managing configuration part of all the standard software as per the company policy.
- Networking Support (LAN). Like cabling NIC and Switching Management.
- Capability to Learn things easily
- Presence of Mind.

Personal Profile

- Date of Birth: 15-July-1995
- Marital Status: Married
- Language Known: English, Hindi & Marathi

Declaration

I hereby declare that all the information above mentioned is correct and brief of my knowledge.

Place: Mumbai

Date:

Netranjali Prasad Chaudhari