Gaurav Chaudhari

Technical Support Engineer | System Engineer (L2)

⌂ Kothrud, Pune, IN   ◉ GitHub   ▣ LinkedIn   ✉ Gmail   ☎ +91 9405677719

EXPERIENCE

PERSISTENT | TECHNICAL SUPPORT ENGINEER / SYSTEM ENGINEER
Jan 2023 - Present | Pune, IN

- → (**Currently Serving Notice Period started from 29th September, 2023**)
- → Conducted Z-Scaler Troubleshooting.
- → Administered Jump Server operations.
- → Handled Dell service requests for part replacements, managed Summit ticketing tool.
- → Performed OS installations through SCCM, manual methods, and Autopilot, covering Windows, macOS, and Ubuntu.
- → Addressed hardware issues including RAM, HDD, and screen flickering, executed Trellix encryption and decryption tasks, and customized laptops to meet client specifications.

TECH MAHINDRA | TECHNICAL SUPPORT ENGINEER
Jul 2021 - Nov 2022 | Pune, IN

- → As a Technical Support Engineer in IT Infrastructure, I provided L2 support, worked extensively with Windows 10 and Windows 7, and meticulously logged all incident and request details using the **BMC Remedy tool**. I facilitated remote support via the LogMeIn Rescue application and efficiently managed ticketing through the **ManageEngine Tool**. My responsibilities included the adept utilization of remote administration tools, such as Admin and Domain User, and comprehensive involvement in Active Directory operations, encompassing user account creation and management, as well as domain administration.
- → Demonstrated proficiency in handling security aspects, employing **McAfee End Point Encryption, Safe Boot, and EEPC Server** for user ID creation and modification, along with the precise configuration of share drive permissions.
- → I successfully executed the configuration and troubleshooting of various Microsoft Outlook versions, including 2010, 2013, 2016, and O365, and played a pivotal role in domain account activation and the setup of role profiles.
- → I excelled in the installation and configuration of workstations, addressing troubleshooting challenges effectively.
- → My support extended to both local and remote WFH users, encompassing the installation of **operating systems (Win7, Win8, Win8.1, and Win10)**, where SCCM played a crucial role in streamlined deployments. I ensured the installation of McAfee anti-virus software, along with the implementation of Windows OS patches and updates, maintaining system security and performance.
- → My responsibilities also included troubleshooting in-office and WFH desktop issues, encompassing the repair or replacement of faulty PC components, as well as addressing user software and game testing device-related problems.

PERSONAL DETAILS

- → Date of Birth - 27 October 1996
- → Languages Known - English, Hindi, Marathi
- → Address - Yashashree Co. Op. Hsg, Paud Road, MIT College, Pune 38

SUMMARY

Actively seeking a dynamic and challenging position where I can effectively apply my technical skills, actively contribute to the growth and success of the organization, and continually enhance my professional development.

SKILLS

OPERATING SYSTEM

Windows • Linux • Mac OS • Ubuntu • Installing Manually • Autopilot • Patches & Updates • Win7,8,8.1, 10

TROUBLESHOOTING

Z-Scaler • in-office and WFH user's problem with the software and game testing Device

EDUCATION

YASHWANTRAO CHAVAN OPEN UNIVERSITY
BACHELOR OF COMMERCE (B-COM)
Year of Passing - July 2022| Pune, India

MAHARASHTRA STATE BOARD TECHNICAL EDUCATION
DIPLOMA IN MECHANICAL ENGINEERING
Year of Passing - May 2020| Mumbai, India

NASHIK SSC BOARD
SECONDARY SCHOOL CERTIFICATE
Year of Passing - March 2012 | Nashik | India

CERTIFICATIONS

MS-CIT (MSBTE, Mumbai) 2012

Hardware and Networking Course (AICPTR) 2015