

Swapnil Sarde

Contact: 8928617532

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Location: Pune

Objective:

To succeed in an environment of growth and excellence and earn a job which provides me Satisfaction and self-development and helps me to achieve organizational goal.

Technical Experience:

- Got Training in (RHCSA) Red Hat Certified System Administrator.
- Good knowledge on Linux operating system (Linux Administrator).
- Install and configure Operating Systems: Windows 10, 8.1 and windows7.
- Good Knowledge of Windows Server 2016 Services with all vital domain services.
- Setting up Wireless NIC, Local and Network Printer Setting and Configuration.
- MS Outlook Configuration, Backup and Restore Process.
- Remote Management through Team Viewer, Microsoft Teams to solve Windows and Software Installation.
- Take care of all the Internal Office Software's Support.
- Good hands on experience Backup & Restore of Mails, Profiles in Mailing Client MS Outlook.

Educational Qualification:

Qualification	Institution	Board/College	Year	Percentage
B.Tech	Mit College of Food Technology	Vasantrao Naik Marathwada Krishi Vidyapeeth	2022	6.87CGPA
12 th	Padalkar Kanishth Mahavidyalaya	State Board Aurangabad	2016	74.92%
10 th	Late Bhairomal Tanwani Vidyamandir	State Board Aurangabad	2014	71.80%

Career Summary:

A competent professional with experience in Desktop Administration, with a strong performance background in wide variety of professional in system support, service desk, and remote support.

Work Experience:

- **Total work experience : 1.9 Years**
- **(1)Company:** Omniscient Software Pvt. Ltd(Payroll Innovative Digitech Services) At Pune.
- **Designation:** Desktop Support Engineer
- **Duration:** 8th March 2022 to 18 march 2023
- **(2)Currently working : Mahindra Defence Security LTD.**
(gov. project : maharastra emergency response system Dial 112) At Mumbai.

- **Designation:** Desktop Support Engineer
- **Duration:** 10 April 2023 To Still Working.

Roles and Responsibilities:

- PC Desktop support for 270 + corporate users in Windows Domain Environment.
- Troubleshooting on all desktop infrastructures, office connectivity, webcast and all related issues.
- Troubleshooting web browser related and wireless issues on customer computer.
- Working on service now backlog tickets.
- Coordinating with the team to solve escalations.
- Troubleshoot and resolve hardware/software/network issues, escalating when required
- Hardware refresh and roll out of Windows 7,10
- Manage access to shared folders on file servers with Active Directory
- Provider Core support On all Microsoft Products (Skype for business, Outlook, Access, Excel, Word)
- Provide instruction to end users on software and documentation on software installations
- Frequent monitoring, analyzing and enhancing process performance
- Imaging the laptops with bootable Drives.
- Developed rapport with the user's base by handling difficult issues with professionalism.

Personal Strength:

- Honest, Polite, Determined and result oriented Good verbal skills
- Hardworking and Courageous and willing to take initiative for solving problems
- Also maintains good interpersonal relations with peers
- Adaptability and ability to work under pressure

Personal Profile:

- **Name** : Swapnil Sarde
- **DOB** : 11-02-1999
- **Nationality** : Indian
- **Gender** : Male
- **Marital Status** : Single
- **Language Known** : English, Marathi, Hindi
- **Address** : Rm 99/5 Navnath Society Bajajnagar Aurangabad Maharashtra 431136

Declaration:

I hereby declare that the above-furnished information is genuine and correct to the best of my knowledge.

Date:

Place:

Signature