

Yogesh Bankar

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IT Engineer – Networking & Hardware Specialist

Dedicated IT Engineer with extensive experience in L1 ,L2 level of networking & software support. Expertise in troubleshooting devices and configuring enterprise-grade Networks. Proven ability to troubleshoot complex issues, optimize system performances, and deliver high- quality IT solutions.

Organizations Worked

Sysnet Global – Support Engineer Specialist

Aug 2024- current

[Income Tax CBDT project]

- Managing voice process , chat support channels & unresolvable cases.
- IT Support: Hands-on experience in user support, ticket resolution, and system upgrades
- FTP, SSH. Understanding, IIS, DNS, Active directory, Server, SMTP.
- Configured and managed enterprise network devices, including routers, switches, and firewalls.
- Monitored network performance using tools like Wire shark ensuring uptime and reliability.
- Networking: Strong knowledge of LAN/WAN, TCP/IP, VLANs, VPN, and network security.
- Troubleshooting: Adept at identifying and resolving hardware and network issues efficiently

Infosys BPM – senior process support executive

May 2022-Sep -2023

- Managing International voice process escalation via voice and chat support channels & unresolvable cases. Worked to resolve L1 level of issue for apps like ADP, oracle web portal, O365 etc.
- Virtualization Troubleshooting, FTP, SSH. Understanding, DNS, Active directory, Server, SMTP.
- User Termination, Shared Drive, Folder Access Permissions.
- Ticketing tool used: Service Now.

Invictus Web solutions – Customer Support Engineer

Sep 2019- Nov-2021

- Managing voice and chat support channels & unresolvable cases. Worked to resolve L1 level of issue for apps web portal, O365 etc.
- FTP, SSH. Understanding, DNS, Active directory, Server, SMTP.
User Termination, Shared Drive, Folder
- Hardware support including Laptop, desktop, tablet and mobile phone support.

Education

Bachelor's in Computer Science

[BAMU], [Aurangabad, MH] | [Passing-out year 2018]

Hardware & Networking Certified -2018

Skills & Abilities

- Networking
- Windows
- Customer service
- Excellent interpersonal and communication skills
- Poised under pressure
- Troubleshooting hardware
- CCNA

Why Hire Me?

I can effectively manage and maintain the IT Network infrastructure within company, as highlighted in my resume. With my skill set and experience, I bring efficiency and reliability to team.

Key Points to Consider:

- Experience in software & Hardware Troubleshooting: I have hands-on experience in diagnosing and fixing issues while maintaining product warranty integrity.
- Fast Resolution: I can speed up the networking & software pending issue to minimize device downtime.
- IT Network Management: I have a proven track record of maintaining and optimizing IT systems within organizations.

With my expertise, I can be confident that your IT needs are in capable hands.