JAY.S. KATARNAVARE

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**objective**

To bring out the best of my capabilities, analytical skills and leadership qualities and work towards the growth of my organization through team efforts.

**corporate exposure**

Organization:BLUBIRCH

Period:From Aug 6, 2018 to till date

Designation: SENIOR -IT AUDIT

**Job Profile:**

* Responsible for the management and delivery of IT and business process audits to ensure business risks were recognized and appropriately managed before the company was adversely affected.
* Activities included scoping, budgeting, meeting with process owners, developing testing procedures, audit testing, reviewing staff work, conducting meetings to present deficiencies, writing final report and work papers sign off.
* Served as liaison to external auditors regarding internal IT audit issues and procedures.
* Communicated project status and results in both verbal and written settings to senior management.
* Prepared audit risk matrices, in addition to handling change management, IT security and asset management.
* Created Audit Issue Metrics reports and Travel and Expense (T&E) reports for senior management.
* Training to subordinate for testing and grading of IT product like desktop, laptop, think client.
* 80 percent travelling. Managing client Mumbai,pune ahemedbad location.

Organization:WIPRO Ltd

Period:From January 11, 2017 to August 5, 2018

Designation: TECHNICAL CONSULTANT (MICROSOFT(share point online)

**Job Profile:**

* Creating new site on sharepoint Set up public newsfeed on sharepoint
* Uploading files to onedrive
* Share documents through office 365
* Add an application from an organization from office 365 enterprise
* Creating documents library in office 365 enterprise

Organization: **A**QUEST RLO PVT LTD

Period:From January 01, 2013 to October 1, 2017

Designation: **-** TEAM LEADER

**Job Profile:**

* Managed lead and mentored staff of IT support specialist
* Establish goal and metrics in support of department goal to deliver exceptional customer support
* Ensured that staff has the necessary resources, training and leadership to perform their responsibilities
* Monitor team member participate to ensure the training they providing in being put into use and to see if any additional training needed
* Managed IT projects such as technology roll-outs, training system management tools and asset management improvement
* Create report to update the company on the team program
* Distribute report to the company on the team progress
* Co-ordinate meeting with manager regarding resources or issues delay in completing task
* Escalate issue which cannot be resolve by team
* Conducted scheduled meeting with manager and team to review previous week's statistics and forecast daily effort required

Organization: MAITREYEE IT SERVICES PVT LTD

Period:From Jun 22, 2010 to December 27, 2012.

Designation: **-** TECHNICAL TEAM MEMBER

**Job Profile:**

* Performs tasks like assisting supervisors for developing and implementing streamlining policies in operations
* Responsible for preparing documents of operation statistical data and reports
* Interact with ibm service centre Lenovo regional manager & Lenovo country head
* Assigns tasks like monitoring and supervising a users complaint update all record daily sharing MIS report to client
* Monitored, tracked and resolved end-user issue
* Responsible for all Lenovo laptops hardware services& operating system issue
* Handling the 2500 users at client place
* Handling the first level of the escalation of the Lenovo India pvt ltd
* Provided ways to improve the services to business group
* Familiarity with helpdesk ticketing systems and machine imaging softwares
* Reduced downtime and resolution
* Ability to plan and manage IT project

Organization:SAHARA HOUSE PVT LTD.

Period:From February 3, 2009 to March 31, 2010

Designation: **-** IT SUPPORT

**Job Profile:**

* Setup desktop computers and peripherals and test network connections.
* Install and test desktop software applications and internet browsers.
* Test computers to ensure proper functioning of computer systems
* Train end users on usage of computer hardware and software.
* Setup computers and install software for various applications and programs.
* Interact with staff on desktop problems and their resolution.
* Network and connect computers within organization to better communication.
* Order or buy computer systems and liaise with purchase and supplies department.
* Maintain computer peripherals devices like printers and resolve associated problems.

**academic background**

MBA (OPERATION MANAGMENT), INSTITUTE FOR TECHNOLOGY MANAGEMENT/ SOUTHERN NEW HAMSPHIRE UNIVERSITY (USA) -2013.

BCOM, UNIVERSITY OF MUMBAI 2009.

**professional memberships/ accreditations**

Computer Hardware & Networking from jetking Infotrain ltd

Laptop Repairing from Government Institute of Printing Technology

English typing (speed 30 W.P.M) from Maharashtra State Council of Examination

Ethical hacking from Aptech Computer Education

**skills**

Hardware skills- Assembling &Troubleshoot all type of computer, pos machine, laptop think client, ip pad and IBM server and printer, scanner, CCTV camera , switches cisco Linksys netgear etc router TP link, dlink etc.

Troubleshoot phone like Phone,Samsung,blackberry,lenevo, Sony, redimee, Oppo etc.

SAN, Server backup

Networking skills- Configuration router RIP, IGRP, OSPF, network Printer, wireless network,Sharing the computers, Active directory Service, file server, IIS, DNS. DHCP,firewall, vpn .

Operating system skills- Installing and Troubleshooting Window98/win XP/win vista/win7/win8/ win10/win2k3/win2k8 server/red hat ubuntu/apache Server,SQL Server enterprise.

Software skills - Microsoft office 365,Microsoft outlook, Antivirus and Adobe Reader.

**Personal Information**

Fathers’ Name: Somanth. G. Katarnavare

Birth Date: 10 Augest1982

Hobbies: Chess

Languages know: English, Marathi & Hindi

Marital status: Single

Place: Navi Mumbai Jay.S Katarnavare