

BHASKAR P. PINGALE

ADDRESS: 43, Shriram Colony, Wadi Bhokar Road, Deopur, Dhule - 424002.

Contact: +91-9820058585; 8308316001 Email: bhaskarpundlikpingale@gmail.com

CUSTOMER SUPPORT / NETWORKING / HARDWARE PROFESSIONAL

Offering 12+ years of sterling experience; seeking challenging assignments across the industry

PROFILE

- **12+ years'** rich experience in delivering optimal results & business value in high-growth environments. Proven technical/managerial competencies in structuring customized **hardware and networking solutions**
- Key competencies in **Network Software and Hardware, Network cabling, Software & Hardware Installation, Troubleshooting/Problem solving**
- Comprehensive understanding of networking concepts pertaining to **LAN, WAN, security, , WAN protocols, Networking devices** administration and maintenance in multi-platform environments
- Canvassing system performance related problems in client/server, addressing performance bottlenecks and ensuring maximum network uptime
- Deft in performing **Installation, Upgrade, Configuration, and support of Hardware, Software, Peripherals and Network Devices** in Windows environment

Core Competencies

Hardware & Software Troubleshooting / Operation & Maintenance / Installation / Configuration / Customer & Technical Support / Requirement Analysis / Storage / Data Backup etc.

PROFESSIONAL EXPERIENCE

Nandi Textfab . Ltd.

Aug 2024 – Till Date

Technical Support Engineer

- Responsible for handling Assembling/Repair of computes, Installation of various O/S XP, Win 10 /11.
- Provided technical leadership while estimating and evaluating the effort and managed the team and its grievances while trained them and the fresher on the project architectures.
- Troubleshooting hardware, software, and connectivity problems, including user access and component configuration
- Handled management of facilities/infrastructure to ensure cost effective workability.
- Managed and administered the installation, up-gradation, configuring, scheduling, testing, & troubleshooting the Desktops, IP CCTV, Networking, Connectivity while updating the system with the improved & latest technological tools to influence & increase the overall efficiency.
- Closely monitored all type of installation, Configuring Printer, Managing, Troubleshooting, and Backup
- Evaluated & recommended suitable software applications for implementation in the organization and effectively trained all end users.

Nakoda Infotek Pvt. Ltd. (Freelancer for 1 Month).

April 2022 – April 2022

Technical Support Engineer

- Responsible for handling Assembling/Repair of computes, Installation of various O/S XP, Win 10 /11, Linux, Sophos Firewall,
- Provided technical leadership while estimating and evaluating the effort and managed the team and its grievances while trained them and the fresher on the project architectures.

- Furnished technical support for analyzing and resolving service requests viz. developing application and unit, integration, and system testing.
- Troubleshooting hardware, software, and connectivity problems, including user access and component configuration
- Handled management of facilities/infrastructure to ensure cost effective workability.
- Managed and administered the installation, up-gradation, configuring, scheduling, testing, & troubleshooting the Desktops, Servers, Networking, Connectivity while updating the system with the improved & latest technological tools to influence & increase the overall efficiency.
- Closely monitored all type of installation through CD-ROM, Hard disk. Configuring Printer. Managing, Troubleshooting, and Backup
- Evaluated & recommended suitable software applications for implementation in the organization and effectively trained all end users.

MiniTek Systems Pvt. Ltd.

FEB 2022 – DEC 2022

Customer Service Engineer

- Responsible for handling Assembling/Repair of computes, Installation of various O/S XP, Win 10 /11, Linux,
- Provided technical leadership while estimating and evaluating the effort and managed the team and its grievances while trained them and the fresher on the project architectures.
- Furnished technical support for analyzing and resolving service requests viz. developing application and unit, integration, and system testing.
- Troubleshooting hardware, software, and connectivity problems, including user access and component configuration
- Handled management of facilities/infrastructure to ensure cost effective workability.
- Managed and administered the installation, up-gradation, configuring, scheduling, testing, & troubleshooting the Desktops, Servers, Networking, Connectivity while updating the system with the improved & latest technological tools to influence & increase the overall efficiency.
- Closely monitored all type of installation through CD-ROM, Hard disk. Configuring Printer. Managing, Troubleshooting, and Backup
- Evaluated & recommended suitable software applications for implementation in the organization and effectively trained all end users.

SHARDA MAHARASHTRA COMPUTEK (FREELANCER)

MARCH 2015 – 2019

Customer Service Engineer

- Responsible for handling Assembling/Repair of computes, Installation of various O/S 98, XP, 2000,2003, Mac, Linux,
- Provided technical leadership while estimating and evaluating the effort and managed the team and its grievances while trained them and the fresher on the project architectures.
- Furnished technical support for analyzing and resolving service requests viz. developing application and unit, integration and system testing.
- Troubleshooting hardware, software, and connectivity problems, including user access and component configuration
- Handled management of facilities/infrastructure to ensure cost effective workability.
- Managed and administered the installation, up-gradation, configuring, scheduling, testing, & troubleshooting the Desktops, Servers, Networking, Connectivity while updating the system with the improved & latest technological tools to influence & increase the overall efficiency.
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- Evaluated & recommended suitable software applications for implementation in the organization and effectively trained all end users

Service Engineer (BPS (Bank Note Processing System- BPS 1000) For Reserve Bank of India)

- Accountable for handling repair of **BPS (Bank Note Processing System)**.
- Accountable for repairing of BPS.
- Involved in configuring various BPS Software.
- Managing Installation of various Customer Software's for BPS.
- Key player in planning certain tasks and strategies to close all support calls within SLA terms & within TAT.
- Fully accountable for maintaining hardware support like software & driver installation.
- Framed strategies for carrying out the preventive/scheduled servicing and annual/breakdown maintenance.
- Defined operational parameters and ensured strict adherence thereto to generate maximum operational efficiency.

CASHLINK GLOBAL SYSTEMS PVT. LTD, MUMBAI**JAN. 2011 - DEC.2011****Customer Service Engineer (DIEBOLD/HYSOUNG/NCR ATM)**

- Accountable for handling repair of ATMs, Installation of ATM, P77Sole, P75, ASAN, D450, 1064, MX5600 ☑ Efficiently involved in managing Dispenser Related Problems.
- Accountable for repairing of All Types of ATM; deftly handling Dispenser related problem.
- Involved in configuring various ATM Software like APTRA IUI.
- Managing Installation of various Customer Power software's
- Contributed significantly in managing back-office activities like network maintenance of the support segment
- Key player in planning certain tasks and strategies to close all support calls within SLA (Service-Level Agreement) terms & within TAT (Time After Time).
- Fully accountable for maintaining hardware support like OS, software & driver installation.
- Framed strategies for carrying out the preventive/scheduled servicing and also annual/breakdown maintenance.
- Defined operational parameters and ensured strict adherence thereto to generate maximum operational efficiency.
- Effectively managed computer installations along with all related accessories and networking to ensure hassle free functioning of systems. Updated users on maintenance tips for prolonged service life of machines

AFORESERVE.COM LTD, NOIDA**OCT. 09 – DEC 10****Customer Service Engineer (NCR ATM PROJECT)**

- Accountable for handling repair of ATMs, Installation of ATM, P77Sole, P75, ASAN.
- Efficiently involved in managing Dispenser Related Problems.
- Accountable for repairing of All Types of ATM; deftly handling Dispenser related problem.
- Involved in configuring various ATM Software like APTRA IUI.
- Managing Installation of various Customer Power software's.
- Contributed significantly in managing back-office activities like network maintenance of the support segment.
- Key player in planning certain tasks and strategies to close all support calls within SLA terms & within TAT.
- Fully accountable for maintaining hardware support like OS, software & driver installation.
- Framed strategies for carrying out the preventive/scheduled servicing and also annual/breakdown maintenance.
- Defined operational parameters and ensured strict adherence thereto to generate maximum operational efficiency.

Customer Service Engineer

- Responsible for handling Assembling/Repair of computes, Installation of various O/S 98, XP, 2000,2003, Mac, Linux,
- Provided technical leadership while estimating and evaluating the effort and managed the team and its grievances while trained them and the fresher on the project architectures.
- Furnished technical support for analyzing and resolving service requests viz. developing application and unit, integration and system testing.
- Troubleshooting hardware, software, and connectivity problems, including user access and component configuration
- Handled management of facilities/infrastructure to ensure cost effective workability.
- Managed and administered the installation, up-gradation, configuring, scheduling, testing, & troubleshooting the Desktops, Servers, Networking, Connectivity while updating the system with the improved & latest technological tools to influence & increase the overall efficiency.
- Closely monitored all type of installation through CD-ROM, Hard disk. Configuring Printer. Managing, Troubleshooting, and Backup
- Evaluated & recommended suitable software applications for implementation in the organization and effectively trained all end users.

PSP COMPUTERS AND SYSTEMS (ZENITH AUTHORIZED SHOW ROOM)**JAN 01 - DEC 05****Customer Service Engineer**

- Furnished technical support for analyzing and resolving service requests viz. developing application and unit, integration and system testing.
- Generated statistical reports, displaying all the necessary information on various activities of the department and reported the same to the senior management on various developments of the department for effective planning.
- Deftly assembled new machines, created users, connected servers to the Operating System's nodes for smooth operations across the organization
- Reviewed existing systems & procedures and designed internal controls/quality audit checks for various operational areas for achieving higher operational efficiency, resource rationalization and cost reduction.
- Proficiently managed entire day-to-day activities covering wide functional areas viz. designing & developing the workflow program, debugging/troubleshooting of application.
- Strictly maintained Service Level Adherence and complaint management with the teams end with good and timely coordination.
- Pioneer in establishing process & procedure of all activities with their guidelines & timelines to materialize the work smoothly.

EDUCATIONAL & PROFESSIONAL CREDENTIALS**CISCO-CCNA (R&S); 2018****Cisco ID: CSC013279455**

Pearson VUE, CA.

Bachelor's in commerce; 2001

North Maharashtra University, Dhule

Diploma in Computer Hardware & Networking; 2000 Vivekananda, Nasik**Diploma in Information Technology; 1999** Vivekananda, Nasik**Diploma in Computer Management; 1998** Vivekananda, Nasik**Diploma in Computer Management; 1998** PC POINT, Mumbai**Certificate Course in Computer Applications; 1998** CEDTI, Aurangabad

TECHNICAL PROFICIENCIES

- **Hardware:** Desktop Engineering, Assembling, Installations, Troubleshooting, Surveillance (IP/Analog) Installation, Maintenance.
 - **Networking:** LAN, WAN, Wireless Networking, Router & Switching.
 - **Software:** Programming C, C++, Other (various) Software
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Date of Birth: 19th December 1980

Linguistic Proficiency: English, Hindi, Marathi.

References: Available on Request

Hometown Address: 43, Shri Ram Colony, Wadi Bhokar Road, Dhule (M.S.) – 424002.