KIRAN SALVE

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Contact: 02245137713

PROFESSIONAL EXPERIENCE SUMMARY

➢ A confident and reliable Technical Support Engineer, experience in working with computers and resolving any support issues.
➢ Expertise to configure and maintain the computer based information systems
➢ Ability to multi-task under pressure.
➢ Excellent communicator and ability to relate well with people at all levels.
➢ Flexibility of working well as part of a team and independently
➢ Cisco Certified Network Associate (CCNA) Training from RST Forum.

TECHNICAL SKILL

Operating System:	Windows XP , Windows 7 , Windows 8 and Windows 10
Ticketing Tool:	BMC Remedy.

WORK EXPERIENCE

Company Name	:	Confidential
Role and Responsibility	:	Senior Technical Support Engineer. Installation and configuration of clients running of Windows XP , Windows 7 , Windows 8 and Windows 10. Work on McAfee server, know how to install Safe boot, update latest patch of McAfee antivirus, Symantec antivirus. Knowhow to add and remove from user McAfee console. Also know how to Encrypt and Decrypt System. Password reset of user from McAfee console and unlock I'd of from console. Daily McAfee security patch update on user System from console. Installation of Microsoft Office & Configuring Microsoft Outlook for users. Configuring mails on smart phones and IOS. Installation & Configuring LYNC 2013, Cisco Jabber. Installation and Configuration of Safe boot MacAfee. Installation of VPN. Adding system`s in domain & domain related issue. Password Reset for Domain Users. Resetting the passwords of SSO/VPN/Generic Mailbox using Active Directory. Data Back-up Of Desktops & Laptops. Troubleshooting Desktop & Laptop hardware issue (Dell/Lenovo/HP). Installation Configuration of Print devices (Network printers & local printers) in systems. Migration of outlook exchange to office365 and configuration. Video Teleconferencing systems using codec and Bridges and supported presentations. Managing Data Backups and Restores by VERITAS DLO backup application. Monitoring Call volume & achieve targeted SLA by using BMC Remedy tool. Expertise in handling VIP users & tracker on daily basis.

		Installation of Maas360 client mail software in IOS and Android devices. Installation and Uninstalltion of SCCM as complaince Software. Installation & Configuration of SCCM client. Knowledge on IT Asset inventory Management & Generating Hardware and Software Inventory Reports.
Company Name	**:**	Softenger Pvt. Ltd.
Role and Responsibility	**:**	Software Support Engineer. Adding system`s in domain & domain related issue. Password Reset for Domain Users. Resetting the passwords of SSO/VPN/Generic Mailbox using Active Directory. Data Back-up Of Desktops & Laptops. Troubleshooting Desktop & Laptop hardware issue (Dell/Lenovo/HP). Installation Configuration of Print devices (Network printers & local printers) in systems. Migration of outlook exchange to office365 and configuration. Video Teleconferencing systems using codec and Bridges and supported presentations. Managing Data Backups and Restores by VERITAS DLO backup application. Monitoring Call volume & achieve targeted SLA by using BMC Remedy tool. Expertise in handling VIP users & tracker on daily basis.
Company Name	**:**	3i InfoTech Consultancy Services.
Role and Responsibility	**:**	Technical Support Engineer. Daily McAfee security patch update on user System from console. Installation of Microsoft Office & Configuring Microsoft Outlook for users. Configuring mails on smart phones and IOS. Installation & Configuring LYNC 2013, Cisco Jabber. Installation and Configuration of Safe boot MacAfee. Installation of VPN.
Company Name	**:**	Dynacons Systems and Solutions.
Role and Responsibility	**:**	Desktop Support Engineer. Installation and configuration of clients running of Windows XP , Windows 7 , Windows 8 and Windows 10. Work on McAfee server, know how to install Safe boot, update latest patch of McAfee antivirus, Symantec antivirus.

PROFESSIONAL QUALIFICATIONS

Bachelor of Technology (Electronics and Telecommunication)

DECLARATION:

I hereby declare that all the above information presented is genuine to the best of my knowledge and belief