

RESUME



SURAJ PRADEEP GOSWAMI

E-mail: surajgoswami024@gmail.com

Contact No: +91 9284685088, - 7040157025

www.linkedin.com/in/surajgoswami97

PROFILE SUMMARY

Skilled Desktop Support Engineer L2 with 5 years of experience in providing comprehensive technical support to end users in financial, customer service, and professional recruitment industries. Successful in installing, upgrading, and configuring innovative applications on Windows operating systems and providing technical support to optimize workflows and minimize business interruptions. Seeking to utilize expertise in information technology and desktop support to take next career step with a highly respected financial firm.

WORK EXPERIENCE

DYNACONS SYSTEMS AND SOLUTIONS. LTD

Pune Maharashtra

From: 26.07.2022 to till date.

Designation- L2 Desktop Support Engineer - Current

Providing a better Technical, Desktop, Remote Support to Godrej & Boyce MFG. Co. Ltd.

CMS IT SERVICES PVT.LTD

Chh.Sambhajinagar Maharashtra

From: 22/11/2021 To 25/07/22

Designation: Desktop Support Engineer

Providing a better Technical, Desktop, Remote Support To All Plants of ENDURANCE LTD, Located in Waluj MIDC, SambhajiNagar

S-NET IT Solutions Pvt. Ltd.

Chh.Sambhajinagar Maharashtra

From: 01.08.2020 to 21.11.2021

Designation: Customer Support Engineer

Providing a better technical Support to All State Bank of India, located in Aurangabad Region.

VR Computer Services

Chh.Sambhajinagar Maharashtra.

From: June 2017 to June 2020

Designation- Customer Support Engineer

Providing a better Technical Support to All State Bank of India, located in Aurangabad Region.

RESPONSIBILITIES

- Provides technical support to users
- Troubleshoots hardware and software issues
- Provides instructions or directly sets up desktop hardware
- Assists with installation of computer software and operating system updates
- Domain System , LAN, WAN , LAN Crimping, LAN Cabling , Printer Installation's & sharing
- Installation's CISCO Switches Mount in Rack , WIFI Router, VPN
- ACTIVE DIRECTORY, DNS, DOMAIN CONTROLLER, DHCP
- Handling the network and hardware issues and providing Desktop/Laptop support
- Troubleshooting and resolving of all desktop, laptop and all types of printer issues
- Monitor Tickets & Escalation from the user / IT support
- SCCM client troubleshooting

- Installation & updates of anti-virus applications and updating patches
- Provided Remote support & Net meeting support using following software Team Viewer, VNC, Any desk, Remote Software, Remote Desktop
- Installations Microsoft Office, Outlook Configuration,
- Installations Office 365, Teams Meeting,
- Installations OS, Windows (7,8,10,11)
- Handling daily system calls and resolving users query.
- Wi-Fi Installation and troubleshooting

STRENGTH

Dedicated towards work.
Quick learner
Team worker

ACADEMIC QUALIFICATIONS

SR No.	Examination	BOARD/UNIVERSITY	YEAR OF PASSING	PERCENTAGE OF MARKS
1.	B.C.S	B.A.M.U University	2021	64.33%
2.	H.S.C	Maharashtra State Board	2016	64.15%
3.	S.S.C	Maharashtra State Board	2014	43.60%

TECHNICAL CERTIFICATION

SR No.	CERTIFICATE NAME	INSTITUTIONS	YEAR OF PASSING	PERCENTAGE/GRADE
1.	CCNA	SvenMentor & Training Pvt Ltd Pune.	July 2023	PURSING
2.	FULL STACK JAVA,J2EE,ANGULER,HTML,MY SQL,DEVELOPMENT	The Kiran Academy, Pune.	03-03-2023	A+ Grade
3.	COMPUTER HARDWARE & NETWORKING	Kohinoor Technical Institute, Chh.Sambhajinagar.	January 2017	56.05%
4.	ADVANCE DIPLOMA IN COMPUTER & HARDWARE MANGEMENT.	Infosys Computer Chh.Sambhajinagar.	01.10.2013	B-Grade

PERSONAL PROFILE

Date of Birth: - 21 April 1997
Language: English, Hindi, Marathi, Bhojpuri
Hobbies: Travelling, Tracking
Address: Salampura, wadgaon kolhathi, Tal/Dist. Sambhaji Nagar Maharashtra.

DECLARATION:

I hereby confirm that the information in this document is accurate and true to the best of my knowledge.

Date:
Place: Pune, Maharashtra.

You're faithfully
Suraj.G