

Sajjan Bhaurao Kshirsagar

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CAREER OBJECTIVE:-

To achieve excellence in system and security applications support sector. Also take on new challenging roles on other business areas to deliver value on a professional organization.

EDUCATIONAL QUALIFICATION:-

- SSC with 56% from Pune Board.
- HSC with 52.33% from Pune Board.
- Appear BA-III (English) in Pune University.

CERTIFICATIONS:-

- MCP (Microsoft Certified Professional)

OPERATING SYSTEM:-

- Window XP, Vista, 7, 8, 8.1, 10.
- Windows Server 2k3, 2k8, 2012.
- Linux
- Android (Mobile Operating System)

Key Skill:-

- Hardware & Networking
- MCSA
- CCNA

EXPERIENCE:-

- Working with **SAKRI IT SOLUTIONS.PVT.LTD** from Jan 2012 to till date.
- I worked as a Senior Tech Support Executive for Kaspersky Antivirus products (Home & Business products) till Jan 2015.
- Also handled responsibility of Support Desk for Kaspersky products.
- Since Oct 2014 I am handling the responsibility of WinTAB Support (SAKRI's own product of Windows Tablets) and in Apr 2015 SAKRI appointed me as Team Leader.
- From June 2016 my team is providing support for ESET Antivirus products (Home & Business products) as well.

JOB PROFILE:- Team-Lead.

RESPONSIBILITY AND ACTIVITY:-

- Responsible for monitoring tasks, timetables and milestones.
- Responsible for training direct and third party service personnel.
- Find out the proper support strategies and oversight processes that can help to produce major profitability and reductions to solve problems.
- Also responsible for client allocation in team as per priority.
- Responsible to train team members about new aspects of products.
- Also Responsible to resolve queries and making floor support.
- Responsible for team building and get work done at end of the day.
- Responsible to report Manager about whole day work.

CONTACT DETAILS:-

- **PRESENT ADDRESS:-**

Address: c/o Jadhav, lane no. 2, Borate Wasti, Kharadi, Pune-14.

- **PERMANANT ADDRESS: -**

Siddhharth Nagar, Mohol, Tal.- Mohol, Dist- Solapur-413213.

STRENGTHS:-

- Effective Communication (Oral & Verbal).
- Good analytical skills.
- Strictness and dedicated towards the work.
- Self-motivated.
- Flexible in any environment.

PERSONAL INFORMATION:-

Date of Birth: 5th Apr 1987

Marital Status: Married

Languages Known: English, Hindi, Marathi.

Nationality: Indian

DECLARATION:-

I hereby declare that the above information is true to the best of my knowledge

and belief.

Place:

Date: