

MR. RAJARAM PRAKASH MESTRY

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CAREER OBJECTIVE

To pursue a career with an organization having a global vision which encourages creativity and offers an opportunity to learn develop both in professional and personal aspects. I look forward to a job that would realize my own capacity, capability and give me a satisfaction of having fully realized my potential.

WORK EXPERIENCE

1) Renovision Automation Services Pvt. Ltd.

Kotak Mahindra Bank – (Feb 2023 - Present)

Installation and upgradation of latest windows (win 10 & 11) and older version of windows (win 7, 8, and 8.1).

Troubleshooting Hardware and Software issues.

MS Office 2013 troubleshooting, backup & configuration.

Installation and Configuration of IMAP, POP3, zimbra desktop for mail services.

Installation and Troubleshooting of CrowdStrike, Forcepoint one endpoint, Force scout,

Trend micro encryption & VPN Mobile checkpoint.

Installation, patch updates and providing support for NDS OM, NDS Call, Treps, Crooms, K Plus, CBS & eKuber token.

Installation and upgrading computer software's.

Handling VC room meetings & presentation setup on Cisco device.

Printer installation and scanner related issue.

Troubleshooting networking and connection issue.

Installation and maintaining hardware and computer peripherals.

Remote Desktop Support

Providing remote assistance to end-users using desktop applications, chat features, emails, and phone assistance to customers

Address user tickets regarding hardware, software and networking.

Walk customers through installing applications and computer peripherals.

Ask targeted questions to diagnose problems.

Guide users with simple, step-by-step instructions.

Conduct remote troubleshooting.

2) Master Computech Pvt. Ltd.

Web Designer/Desktop support – 1 Year (Jan 2022 to Jan 2023)

- Web Designer & Development (HTML, CSS, JavaScript & Bootstrap).
- Website Support.
- RAM upgradation and Hard Disk Data Backup upgradation.
- Installation and upgradation of latest windows (win 10 & 11)
- Troubleshooting Hardware and Software issues.
- Outlook Configuration
- MS Office 2013& 2016 Installation and troubleshooting, backup & configuration

3) Screen Arts and Graphics

Executive – 6 Months (Jul 2021 to Jan 2022)

- Worked on Support Plus Software which provides services.

EDUCATION

Diploma in Computer Engineering – 2019 to 2021 (Maharashtra State Board of Technical Education)

H.S.C – 2017 to 2018 (Konkan Divisional Board)

S.S.C – 2015 to 2016 (Konkan Divisional Board)

ADDITIONAL QUALIFICATION

Programming Languages: - **PHP & MySQL**.

Microsoft Certificate: - **Hotstar Clone using HTML, CSS and Bootstrap Bootcamp**.

Bootcamp on **Hotstar Clone using HTML, CSS and Bootstrap**.

Bootcamp on **Python and Deep Learning**.

Bootcamp on **Recipe API Backend Web Development**.

Skill Up Online Courses **Ethical Hacking**.

Skill Up Online Courses **Digital Marketing 101**.

PERSONAL DETAILS

Date of Birth: - 20-02-2000.

Gender: - Male.

Nationality: - Indian.

Languages Known: - English, Hindi, Marathi.

DECLARATION

I hereby declare that the details provided above are true and correct to the best of my knowledge. I undertake to inform you of any.

Mr. Rajaram Prakash Mestry.

Date: