Shambhuraje Vijaykumar Nalawade

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Career Objective

Motivated and detail-oriented Application Support Engineer seeking to leverage technical knowledge in Windows OS, Active Directory, SQL, Linux, and ticketing systems to provide efficient application support and ensure smooth IT operations. Dedicated to continuous learning and excellent problem resolution.

Work Experience

Service Desk Engineer — Quess Corp Ltd
Client: Reliance Retail IT Department
Duration: 1 year 6 months
• Working as Service Desk Engineer under the Retail IT department at Reliance since March 2024.
• Experienced with Secure ID CA Service Desk ticketing systems, Citrix, and Remote Desktop tools.
• Escalated and resolved SLA-related issues efficiently.
• Resolved SAP authorization-related issues, incidents, and T-codes.
• Performed User Provisioning and Active Directory tasks (account creation, email creation, password resets).
• Troubleshooting of network printers, Office 2010, Windows XP & 7, SAP support.
• Managed the security portal for Reliance Corporation.
• Monitored network devices and tools.

Skills

Technical Skills: SQL, Linux, Ticketing Tools, Windows OS, Active Directory, Python
Soft Skills: Communication, Teamwork, Problem-solving, Passionate about learning new technologies

Education

Diploma in Computer Engineering
Dr. D.Y. Patil Polytechnic
Year of Passing: 2020
Percentage: 71.75%

Secondary School Certificate (SSC)
SBOA Public School
Year of Passing: 2014
Percentage: 70.40%

Personal Details

Date of Birth: 02 Jan 1999
Languages: English, Hindi, Marathi
Address: B-3/A wing/202 Shivam CHS, Sector-6 Nerul, Navi Mumbai - 400706