

TUSHAR GAWDE

IT SUPPORT

Mail :- tusharvgawde@gmail.com

Contact:- 9769323076

Location:- Badlapur- Thane

Education

Computer Hardware & Software

Certification – 2015

Jetking Computer Institute Mumbai division

12th class - 2012

Maharashtra Board – 60%

10th class - 2010

Maharashtra Board – 54%

Projects

Configuration & Onsite Installation

Client :- Axis Bank

Duration :- 1 year

Role :- Team Lead

Work :- Android media players Configuration & onsite installation to Axis Bank Mumbai regions branches

- 750+ above android players configured
- 450+ above android players onsite installed

Skills Highlights

- Configured new desktop, laptop & printer
- OS & policy software installation
- Providing technical support for incoming queries & issues related to systems, software & hardware
- Printer Configuration & Troubleshoot
- AD activity, account creation, password reset
- Work in office 365, One drive
- Domain Activity
- Outside users remote assistance
- Log & manage incidents using ticketing system
- Maintenance of IT Asset inventory
- Laptop assemble and hardware repairing

Experience

IT Executive – Accel IT Services - (Jan2024)

- Laptop & Desktop Configuration
- Prepare & assign system to newly joined members as per organization's policy
- Upgrading OS, Microsoft Office and company policy software's
- Perform regular system maintenance, updates and patch management
- Printer setup/sharing/troubleshooting
- User data restoration & Network drive mapping
- Mail Troubleshooting
- Log and manage incidents and service requests using a ticketing system
- Providing remote technical support
- SAP Configuration
- Set up user accounts, manage permissions, handle password reset using Active Directory
- Coordination with ISP & Vendors
- Maintaining IT Asset inventory

IT Support Engineer – Acma Computers - (July2021/ Jan2024)

- Printer installation, mail configuration, handling PST, domain joining, account creation, user data backups & restoration.
- Banking applications support (Ekyc, Signature linking, Emsigner)
- All branches network link observation
- Printer setup/sharing/troubleshooting
- Providing remote technical support
- OS Installation & MS Office configuration
- Coordination with ISP(Tcom,Airtel,Nesecure,Sify)
- CCTV(Hikvision) software installation & coordinating with vendor for blur footage, blank video, offline cameras
- Conducting Webinars, Video conferencing meetings over Zoom, Team, Google Meet etc including setup, testing & troubleshooting.

Installation & Support Engineer - Xtreme Media pvt.ltd. - (March2018/ July2021)

- Configuring & troubleshooting OS, Signage software's, Android player & other authorized applications.
- Android Media Players installation in Axis Bank Mumbai region branches.
- Coordinating with branch head for device requirement & engineer arrangement
- Remote or On-site support to branches, addressing Offline Media player troubleshooting, LED screen content scheduling, Dongle repairing, Fresh setup for new branches
- Intel mini PC's Configuration
- Airtel, Vodafone, Jio & Huawei dongles configuration.
- Digital LED displays, Wayfinder, Kiosks, Video wall installation.
- Digital standee content scheduling