

Shaharukh Mithagari

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Summary

As System engineer has 3.4 years of total experience and 9 month of Desktop Support Engineer

.Skills

- * Desktop engineer
- * printer troubleshoot
- * Laptop troubleshoot and Repair
- * Networking issue and troubleshoot
- * Data Backup , PST , Hard disk
- * Install, configure, test and maintain operating systems, application software and system management tools
- * Inventory management and control

Experience



System Engineer L1

Precision Techserve pvt ltd

Oct 2017 - Present (3 years 4 months +)

- * Handle location in Bajaj allianz general insurance Ghatkopar & Bandra location
- * Manage and monitor all installed systems,router,server and Laptop and monitoring the system
- * Install, configure, test and maintain operating systems, application software and system management tools
- * Monitor and test application performance for potential bottlenecks, identify possible solutions, and work with developers to implement those fixes
- * inventory management and control
- Installing OS Windows 7, Windows XP.
 - Installation configuration & troubleshooting MS Office 2007 & 2010.
 - Installation configuration & troubleshooting of MS Outlook 2010 & 2007 & 2003.
 - Installation & configuration of VPN client.
 - Installation, maintaining and attending day-to-day user's problem calls.
 - Maintenance and troubleshooting network related problems.
 - Installing, configuring and troubleshooting Antivirus & desktop level applications.
 - Using Remote tool to resolve another site user's problem on application level.
 - Installation and configuration of Local and Network Printers.
 - Inventory management.
 - Vendor coordination to solve the IT Related issue

- Taking backup of Hard Disk and MS Outlook's PST file Etc.



Desktop Support Engineer

SDI TechServices India Pvt. Ltd;

Oct 2016 - Jun 2017 (9 months)

D-204, Tower-08, Belapur Station, ITC Park, Belapur Station Complex, CBD Belapur, Sakal Bhavan Rd, Sector 11, CBD Belapur, Navi Mumbai, Maharashtra 400614

- Monthly AMC for printer and Desktop and Laptop
- Handling the client locating and More than 45Pc's

Contract Basics By SDI TECH SERVICES , Contract Engineer

- In Wanbury Handling the client locating and More than 60 Pc's & printer and CCTV
- Installation configuration & troubleshooting MS Office 2007 & 2010.
- Installation configuration & troubleshooting of MS Outlook 2010 & 2007 & 2003.
- Installation & configuration of VPN client.
- Handling I.T Sop's
- Installation, maintaining and attending day-to-day user's problem calls.
- Follow up with vendor for printer part and network issue

Company Name: Wanbury Limited

From : Feb 2017 – may 2017

Location: Patalganga ,Rasayani

Role: Field Support

Company name: Hindustan Copper Limited

From : Jan 2017 – Aug 2017

Location: Taloja ,Navi Mumbai

Role : Field Support

Education



New english school

2009 - 2012

Licenses & Certifications



Diploma in Computer Hardware & Networking - Kohinoor Technical Institute



MSCIT - Maharashtra State Board of Technical Education, Mumbai

Skills

Field Support • Troubleshooting • Computer Hardware Troubleshooting • Inventory management. • Wide Area Network (WAN) • Internet Protocol Suite (TCP/IP) • Active Directory • Citrix • Microsoft Excel • Systems Engineering