

Komal Patil

As Linux/Network
Engineer

Contact

Address

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Skills

CCNA



Very Good

Linux



Very Good

ITILv4



Very Good

AZ-900



Very Good

AZ-104



Very Good

Seeking for an entry level position in the technology field that provide me an opportunity to contribute my educational skills, background, and abilities for the advancement of company.

Work History

01-2020 to

09-2020

Service Desk Engineer

Pyramid IT Consulting Pvt. Ltd, Mumbai, Maharashtra

Client - Accenture Ltd.

- Good knowledge in Resolving the tickets that raised from users and also from different leads monitoring teams within the preferred SLA.
- Providing VPN access and Configuring of Accenture VPN, & client VPN.
- Installation of the software, configuring the Outlook, printer configuration in system.
- Trouble shooting of Skype, MS Teams, MS Office applications, Browsers, outlook, pulse secure connectivity, VPN issues.
- Trouble shooting system compliance issues.
- Trouble shooting, Resolving Password related and access related Issues and unlocking user accounts.
- Password issues for Enterprise and Domain ID and resetting.
- Trouble shooting Domain and system performance related issues.
- Trouble shooting Cisco jabber related issues.
- Mailable groups- creation, addition and deletion and display name change.
- Monitoring the mailbox and doing follow-up of global dependency incidents and keeping track of the incidents.
- Good experience in Service Now tool, report development and functional understanding of all modules are required
- Monitoring Tech bot live chats and giving resolution over the chats.
- Providing knowledge transfer to New joiners about process related.
- Providing and revoking access for shared folder through Active Directory and Teams.
- access as per the user requirements.

12-2019 to
01-2020

Resident Engineer

Vodafone Ltd

Client – Axis Bank

- Monitoring the IT Infrastructure/ Network Links for its availability, capacity usage, hardware and OS errors and failures.
- Handle first-level incident / problem determination and resolution on a 24x7 basis Service incidents and queries within the agreed service levels.
- Timely escalation of incidents to higher levels when required. Log file monitoring for errors.
- Perform daily, weekly, and monthly reports proactive housekeeping and monitoring activities Vendor coordination.
- Perform basic Service Requests based on Standard Operating Procedures. Follow the quality/security process defined for the engagement.
- Ability to think around problems and come up with creative solutions.
- Coordination with Internal team for incident management resolution and update to customer on timely basis.
- Manage Customer escalation efficiently and highlight the same to the manager for any further issue.
- Need to handle Delivery issues with customers for ongoing link delivery through SDM (Subscriber Data Management).

01-2018 to
11-2019

Network Support Engineer

Orient Technologies Pvt. Ltd, Mumbai, Maharashtra

Client - Tikona Infinet Pvt.Ltd

- Remote configuration of routers (Cisco, D link, Netgear, etc.) & various other wireless communication device available with clients.
- Access of Routers via telnet installed in operational client to check the ping response of serving access point and client end device to determine drop in connectivity as well speed issues.
- Remote Monitoring of Network & Client End Connectivity via various NMS Tools such as Flex master, zone director, Telnet etc.
- Taking necessary action on complaints received from clients based on technical data available from various tools and resolving the same case with support of NNOC Team in case

of network issue or field team in case of issue observed with client end connectivity.

- Good Team player and good coordination skills.
- Good leader, capable of integrating with and developing effective work groups.

Education

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|-----------------------|---|
| 06-2014 to 08-2018 | Bachelor of Engineering (Electronics & Tele-Communication) <i>Y.T.I.E.T - Mumbai University</i> |
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Certifications

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| 01-2020 | ITILv4 Foundation |
| 01-2021 | Microsoft Azure Administrator |
| 10-2022 | German Language A1 |