# MAHESH DANGOL
## IT PROFESSIONAL

## CONTACT

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## PERSONAL

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|---|---|
| **Country** | **: Nepal** |
| **Language** | **: English, Hindi** |
| **D. License** | **: Yes** |

## SKILLS

- **Active Domain Users/Computers**
- **Group Policy & Security**
- **Microsoft 365 Administration**
- **Google Workspace**
- **Networking (Wired/Wireless)**
- **Router/Switch/AP Setup**
- **Firewall Configuration**
- **Windows 98/2000/XP/7/8/10/11**
- **Windows Server 2008/2012/2019**
- **Mac OS 10.5 - 12**
- **Ubuntu**
- **E-mail Setup & Backup**
- **Biometrics Devices Setup**
- **CCTV Configuration & Setup**
- **Hardware Repairing**
- **Basic Chip Level Repairing**
- **Adobe Photoshop**
- **Adobe Illustrator**
- **Adobe Indesign**
- **CorelDraw**
- **3D Max**
- **AutoCad**

## PROFILE

- Thirteen years of work experience as an IT Support Engineer. Productive self-starter with a strong work ethic; conistently achieve goals.
- Proven experience in Windows AD & Azure AD Environment, Microsoft 365 Administration, Google Workspace, OS Troubleshooting (Windows/Mac/Ubuntu), System Integration, Mobile & Tablet Setup, Biometric Devices & CCTV Installation/Configuration, Customer Helpdesk Services.
- Experienced in Sales & Marketing of IT Products.

## PROFESSIONAL EXPERIENCE

**2020 - 2022**    **Modiant World Technologies**
Business Bay, Dubai
Position: IT Support Engineer

Duties & Responsibilites:
- Providing technical support on-site or via remote-access systems (RMM Solution)
- Prioritize and manage several open issues/tickets at same time
- Responding to client's IT support requests. Diagnose and troubleshoot technical issues including Account setup, Network & Firewall / VPN configuration
- Follow up with clients to ensure their IT systems are fully functional after troubleshooting
- Configuration & Monitor Backups of Server/Data (NAS)
- Meeting with clients to diagnose software, networking or hardware issues
- Talk to clients through a series of actions, either via phone, email or chat, until their technical issues get resolved
- Act as the primary liaison between company and customers
- Properly escalate unresolved issues/tickets
- Maintain good client relations

**2015 - 2020**  **Acrylic Land LLC**
Al Quoz -2, Dubai
Position: IT Support Officer cum Designer

Duties & Responsibilites:
- Managing Active Domain Users & Computers.
- Managing Shared Folder with Required Security & Permission. Group Policy Implementation.
- Troubleshoot System & Network Problems.
- Maintenance of Server, Desktop Computers & Laptops.
- Managing Company Domain for Website & Email via Cpanel.
- Managing & Troubleshooting CCTV & Attendance Device.
- Maintenance & Troubleshoot Printers & Peripherals.
- 3D Model, CAD Layout & Graphics Designing.

## EXPERTISE

**WINDOWS SERVER 20012/2019**
●●●◐○○

**WINDOWS XP - 11**
●●●●○

**MAC OS / UBUNTU**
●●○○○○

**FIREWALL / VPN**
●●○○○○

**NETWORKING**
●●●◐○

**AZURE ACTIVE DIRECTORY**
●●○○○○

**M365 ADMINISTRATION**
●●●◐○

**GOOGLE WORKSPACE**
●●●◐○

**CCTV / BIO-METRICS**
●●●◐○

**3D MAX**
●●○○○○

**AUTO CAD**
●◐○○○○

**ADOBE PHOTOSHOP**
●●●●○

**ADOBE ILLUSTRATOR**
●●●●○

**ANDROID STUDIO**
●◐○○○

**JAVA / C++**
●●○○○○

**MOBILE REPAIR & SETUP**
●●○○○○

**CHIP LEVEL REPAIRING**
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● 2009 - 2015 **Islington College**
Kathmandu, Nepal
Position: IT Officer

Duties & Responsibilites:
- Managing Active Domain Users & Computers.
- Managing Shared Folder with Required Security & Permission. Group Policy Implementation.
- Creating Roaming Profile for a Domain User.
- Monitor & Maintain of Computer System & Networks.
- Setting up VLAN.
- Diagnose & Solve Hardware/Software Faults in Computing Terminals.
- Setup & Backup Email Accounts on Outlook.
- Installation & Managing CCTV, RFID & Fingerprint Devices.
- Design & Print on RFID Cards for Staffs & Students with Security Permission.
- Installation & Setting up Projectors, Speakers, Microphones for Seminars, Meeting & Labs.
- Setting up Scanner, Network Printers & Print Server (Wired/WiFi).
- Provide Techinical Support to Staffs & Students.
- Testing & Evaluating New Technology.
- Conducting Electrical Safety Checks.
- Handling of Purchase Requisition, Quotation, Purchase Order for IT Department.
- Firewall & Internet Bandwidth Management Via MikroTik Router (Winbox).

## EDUCATION

● 2009 - Intermediate
**National Institute of Management & Science**
Kathmandu, Nepal
Major: Computer Seience

● 2001 - High School
**Children's Heaven Boarding High School**
Lalitpur, Nepal
Major: English

## TRAINING

- Microsoft Certified Professional (MCP)
- Computer Hardware & Networking
- Assemble/Disassemble of Desktop Computer & Laptop
- Basic Motherboard Repairing (Chip Level Repair)
- Fortinet Firewall NSE Certification 1, 2 & 3 Expiry: Jun 2023
- Graphics Designing & Multimedia
- Office 365 Administration / G-Suit Administration