

RESUME

Sagar Harirao Patil

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CAREER OBJECTIVE

Personable and knowledgeable IT support technician with over 2.0 years of experience assisting customers with various hardware and software related issues. Provided in-depth technical support to clients through remotely (Remote Users) as well as locally (On Floor ITFO Operation) at a Tier 2 level, solving 99% of issues without transferring to Tier 3 support.

CARRIER SUMMERY

- Completed Bachelors of Science in Physics at Hon..Shikshan Maharshi Dr.Bapuji Salunkhe Collage Miraj
- Good academic record

EDUCATIONAL QUALIFICATION

Qualification	School/Collage	Board/University	Year of Passing	Percentage
B.sc Physics	Hon. Shikshan Maharshi Dr.Bapuji Salunkhe collage Miraj	Shivaji University Kolhapur	2017	59%
H.sc	Hon.Shikshan Maharshi Dr.Bapuji Salunkhe Mahavidyalay Miraj	Maharashtra state board Pune	2014	53%
S.sc	Krantivir Dattajirao Patil Vidyalay Soni	Maharashtra state board Pune	2010	68%

VACCATIONAL TRAINING

Training Completed “Field Technician computing & Peripherals” in Pradhan Mantri Koushal Kendra, Miraj. (June 2017-Nov 2017)

A+, N+, CCNA (cisco certified Network Associate)200-125V3 training completed in domain computer Sangli (Jan 2018-Sep 2018)

WORK EXPERIENCE

IMSI Private staffing limited. (Feb 2019 to till date)

Designation: - Desktop support engineer

Client Name: HCL Technologies Ltd, Phase1, Hinjawadi Rajiv Gandhi InfoTech Park, Hinjawadi, Pune Maharashtra.

Job Responsibilities:

- Hands-on experience of BMC Remedy IT service management ticketing tool
- Responsible to monitor whether all the components are available for successful communication
- Served requests and assisted users through BMS remedy It Service Tool on remote support level (Including Pan India, Geo level) along with Local facility level to maintain respected SLA Timeline and response timeline.
- To act as the on-site contact for all IT related incidents logged in Service Exchange(sx.hcl.com), delivering high quality support across all key applications, networks and desktops/laptops.
- Attend bridge call with multiple teams for all priority P1 & P2 incident.
- Maintain security hygiene in HCL environment to avoid any SIRT and phishing attack. (MS patch, Fire eye, Data Loss Prevention (DLP), Endpoint detection and response (EDR), Enterprise Performance Management (EPM), Symantec Endpoint Protection and Titus)
- Coordination with multiple team such as Network, Data center, Firewall, Massaging, Tarmac Licenses team and hardware team.
- Work on issues that couldn't be resolved by L1 team.

- Analysis of technical issues and permanent fix/solution.
- Provide support installing, configuring and troubleshooting during and after Windows 10(1709, 1803 & 1909) rollout including O365 (Microsoft Office 2010, 2013 & 2016), One Drive, One Note, Yammer, Exchange Online, and Skype for Business.
- Install, configure, troubleshoot, patch using IBM Big Fix and SCCM on Windows
- Configuring Microsoft outlook for user and troubleshooting Mail Problem, Outlook data backup.
- Managing System inventory & Asset List.
- Good Knowledge in installing and configuring Project Oriented software's.
- Installing, configuring and troubleshooting network printer.
- Call logging with different vendor and fixing the hardware issue.
- L1 level troubleshooting.
- Configure and installation of System, ensuring all the systems are up to date with patches and security fixes
- Knowledge of DNS, DHCP and Active directory
- Good experience to support with remote session.

TECHNICAL SKILL

- A+ (Hardware)
- N+
- CCNA
- OS installation (windows 7, windows 8, windows 10, server 2012 r2,)
- Software installation& troubleshooting, Antivirus Installation
- BMC IT Service Management (ITSM) Software (Ticketing Tool)

INTERPERSONAL SKILL

- Confident and determined
- Ability to cope up with different situations
- Quick Lerner

HOBBIES

- Sketching
- Browsing

DECLARATION

I hereby declare that the above information is true to the best of my knowledge& belief.

Place:

Date:

Mr.Sagar Patil

(Signature)