Name : Mr. Mali Ajay Subhash

Address : Opp.Trimurti Gym, Khandve Nagar, Pune - Nagar Road, Lohegaon, Pune - 411047.

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OBJECTIVE:

To obtain challenging position where I utilize my knowledge of Hardware and Networking and Desktop and it should provide me carrier growth.

EDUCATIONAL QUALIFICATION:

EXAM	NAME OF INSTITUTE/COLLEGE	BOARD/UNIVERSITY	YEAR OF PASSING	PERCENTAGE
BE(CSE)	Ashokrao Mane Group of Institutions , Vathar	Shivaji University,Kolhapur	2019	61.94%
DIPLOMA (computer Engineering)	Ashokrao Mane polytechnic, Vathar	MSBTE	2016	64.31%
SSC	Mahatma Gandhi Vidyalaya, Bambawade	Maharashtra State Board	2011	69.45%

Experience:

Hardware and Network Engineer (1 July 2013 to 30 June 2014)

eZee Sales & services , Peth Vadgaon (Kolhapur)

- Installation, configuration & Troubleshooting .
- Installation & configuration of MS products, Adobe Products.
- Installation of Windows OS (XP, 7, 8, 10).
- Printer installation, Configuration, Sharing.
- Network Printer Installation and configuration.
- Installation & configuration of AD, DNS, DHCP.
- Creation of Backup server & maintenance.

- Co-ordination with hardware support vendors for all replacement & repairs.

.**ACE Computer Services (6th September 2019 to Till Date)**

(Wipro – Axis Bank Client Location)

- Desktop Support Engineer (L2) :-
- Desktop or Laptop hardware support and Troubleshooting←
- All type of Software installation through the network←
- Installation And Configuration local or LAN printer←
- Outlook mailing←
- O.S. Installation and BIOS configuration←
- Provide all type of support to the end user through the remote access.

➢ **SLA Performance:-**

Ensure all SLA metrics are met as per agreed SLA norms for the account

➢ **Asset Management**:-

Ensure all the Asset details like Inventory, IMAC data, MS Office software data should be maintained and updated.

➢ **Branch Visit Compliance:-**

Ensure 100% completion of Compliance visit and PAV in the region as per account standard

➢ **Service Assurance:**

1) Ensure Tickets/Interaction got addressed on same day

2) Ensure three strike rule follow for tickets wherein user action awaiting

3) Ensure Zero Major Incidence/Escalations due to hygiene issue for the account

➢ **COBC Compliance:-**

Ensure 100% Coverage of associated Vertical team members through online COBC awareness session & Quiz.

➢ **Branch Inauguration Compliance:**-

1) Latest version of basic software should be installed in all the system.

2) All asset inventory should be captured and updated inventory sheet.

3) Network switch should be managed and switch details like IP address & MAC address in asset inventory sheet

COMPUTER/TECHNICAL SKILLS:

Hardware (A+):

- Assembling and Disassembling of PC
- Troubleshooting of Hardware
- Operating System Installation
- Formatting
- Software and driver installation

Networking (N+):

- Computer Networking.
- Cabling and Crimping.
- IP Addressing.
- Remote Desktop Services.
- OSI Model.
- IP Adress.
- Instaling and configuring and administraring network topology.
- Installing routing using various protocol.
- Configuring network and troubleshooting . .

MCSE (Microsoft Certified Solutions Expert):

- Windows Server 2008R2 Installation and Configuration.
- (Roles and Features).
- Domain and Workgroup.
- Working with Client Server.
- Group Policy Management.
- Software and Windows Deployment.
- Internet Information Services(IIS).
- Knowledge about DHCP.
- DNS Configuration.
- Backup & Recovery.
- MS- outlook Installation & Configuration

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Certificaction Courses:

- Computer Hardware and Network
- Cicso Certified Network Associate
- Microsoft Certified Solutions Expert
- Ethical Hacking & Prevention
- Cicso Security
- Linux

Personal Details:

Date of Birth	:	04/03/1995
Gender	:	Male
Nationality	:	Indian
Marital Status	:	Unmarried
Strengths	:	Good learner by observation
		Smart Work
		Self-confident and Self-motivated.

Declaration:

I hereby declare that the above written particulars are true to best of my knowledge and belief.

Place: Pune

Date:

Signature

Mali Ajay Subhash