Sakshi Kumbharkar

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📍 Pimple Gurav, Pune

SKILLS

- ✓ Technical Support & Assistance
- ✓ Remote Technical Support
- ✓ Troubleshooting & Diagnostics
- ✓ Network Troubleshooting
- ✓ Customer Complaint Resolution
- ✓ Training & Development
- ✓ Technical Issues Analysis
- ✓ Active Directory, DNS, DHCP

EDUCATION

- ➢ **SSC – 2011**
  (77%)
  Maharashtra State Board

- ➢ **Diploma (E&TC) – 2014**
  (70%)
  Maharashtra State Board

- ➢ **B.E. (E&TC) – 2017**
  (69%)
  Pune University

CERTIFICATIONS

- ➢ Telecom Expert Program

PROFESSIONAL SUMMARY

Experienced Sr. Technical Support Engineer with over 3 years of experience. Excellent reputation for resolving problems and improving customer satisfaction.

WORK HISTORY

Discreet Solution Private Limited

Sr. Technical Support Engineer
Feb 2018 – Current
Baner, Pune, Maharashtra.

- ★ Research, Diagnose, Troubleshooting & Identify solutions to resolve client's issues.
- ★ Troubleshooting of different network related issues via onsite/remote.
- ★ Talk clients through a series of actions, either via phone, email or chat, until they've solved.
- ★ Configuration & Installation of IP Intercom System.
- ★ Worked on Active Directory.
- ★ Worked on different IPPBx/EPPBx like Neox, Dinstar (UC100), Openox (UC300 & UC500), Metrix & Yeastar.
- ★ Configuration & Testing of different IPPBx, EPPBx, FXS gateway & FXO gateway.
- ★ Knowledge of DNS, DHCP, Active Directory.
- ★ Worked on different CCTV Cameras & NVRs.
- ★ Integration & Testing of Third party Automation devices.
- ★ Worked on SIP client mobile applications like zoiper,Vbell, Metrix, Fibaro & Linphone.
- ★ Used ZOHO CRM ticketing systems to manage & process support actions and requests.
- ★ Configuration & Testing of Cloud Devices.
- ★ Documented all transactions and support interactions in system for future reference & addition to knowledge base.

ACCOMPLISHMENTS

- ❑ Collaborated with team of 5 in the development of Loadha Group
- ❑ Supervised team of 4 staff members