

NAME : JYOTIBA VITHOBA GAWADE

Contact No: 8149312013

EMAIL: jaygawde.1991@gmail.com

CAREER OBJECTIVE:

Looking forward to explore the career opportunities in a challenging environment at an established company where I can utilize my technical knowledge skillfully and efficiently to achieve organization goal through commitment, hard work, innovation and team work.

Professional Experience:

Company: NETWORK18 Media Limited

20 June 2017 - PRESENT

Job title: Senior System Administrator

- Ensuring company policies are followed.
- Hiring, training and developing new employees.
- Resolving customer issues to their overall satisfaction.
- Install and configure software and hardware
- Manage network servers and technology tools
- Set up accounts and workstations

Job title: System Administrator

2018 - 2019

- Maintain inventory and asset configuration documentation
- Provided phone and remote desktop support to end-users.
- Imaged, configured and updated desktops and laptops to customer standards.
- Installed, tested and troubleshot local and network printers.
- Resolved related software and hardware issues.
- Provided server account management and client connectivity support.
- Microsoft Windows 2008 and 2012 Active Directory Services.(Installing, configuring, Administering)
- Creating & managing organization Units, Sites and working with different scopes of groups in order to simplify management.
- Establishing internal as well as cross forest trust for resource sharing in different A.D. organizations.
- Managing and taking weekly backup of Server.
- Managing and Monitoring News servers on daily basis task.

Job title: System Support Engineer

2017 - 2018

- Trouble shooting of Desktop /Laptop /Printer Software & hardware support.
- Provide investigation, diagnosis, resolution and recovery for hardware/software problems. When unable to resolve, escalate to L2 level for resolution.
- Manage service requests, software installations, new Computer setups, upgrades, etc.
- Record incident updates & resolution details in the Help Desk tool.
- Installation of Microsoft windows /Office/Antivirus applications
- Setup desktop/Laptop computers and peripherals and test Basic network connections.
- Support the following technologies: Microsoft Office products – Outlook, Word, Excel, and Internet Explorer.
- Desktops, laptops, printers- LAN/WAN connectivity.

Company: Impact InfoTech PVT LTD

2 DECEMBER 2016 - 19 June 2017

Client: Network18 media limited

Job title: Technical Help Desk Engineer

- Troubleshooting hardware, network related problems.
- Addressing Outlook, I.E. & wireless related complaints.
- Troubleshooting VPN issues of users who work remotely.
- Updating antivirus and running virus scans on the computer.
- Analyzing and troubleshooting basic issues of the PC.
- Troubleshooting hardware issues and escalating the issues to third party vendors like Dell, Canon and performing follow-ups till parts are replaced with the vendors.
- Troubleshooting Outlook issues such as creating profile for the users, checking their Mailbox size, creating personal folders (PSTs for the users)
- Maintain and support systems, workstations, mobile devices, printers and peripherals; respond to user service requests; and resolve trouble tickets. Ensure system security for desktop, mobile and cloud environments.
- Closed 95% of trouble tickets on the first call without escalation.
- Commended for quickly resolving complex issues including system crashes, network slowdowns, connectivity problems, security breaches, virus infections and more.
- Achieved a user satisfaction rating of 4.9/5.0 (14% higher than average); consistently logged and monitored ticket status to ensure fast, quality resolution of every issue.

Company: INDTECH ENTERPRESS LTD

10 JUNE 2015 TO 11 JUNE 2016

Client: Reliance Jio

Job title: SITE ENGINEER

- Troubleshooting hardware, network related problems.
- Addressing Outlook, I.E. & wireless related complaints.
- Troubleshooting network issues, performing TCP/IP stack reset updating network drivers for the users.
- Updating antivirus and running virus scans on the computer.
- Analyzing and troubleshooting basic issues of the PC.
- Troubleshooting hardware issues and escalating the issues to third party vendors like Dell, Canon and performing follow-ups till parts are replaced with the vendors.
- Troubleshooting Outlook issues such as creating profile for the users, checking their Mailbox size, creating personal folders (PSTs for the users)
- Troubleshooting wireless issues for clients.
- Configuring wireless for users and updating the wireless drivers if required.
- Performing basic IE troubleshooting such as deleting files, cookies, deleting unwanted add-ons and ensuring that the settings are compatible with NCR environment.
- Managing users on site and on field as well.
- Assembling and Disassembling systems and maintenance.
- CCTV installation and configuration (DVR setup, IP camera Setup, Configuration on mobile or laptop).
- Troubleshoot CCTV issues.
- Checking Recordings as per requirement and maintenance.
- Software as well Hardware parts purchase, replacement

BASIC ACADEMIC CREDENTIALS:

QUALIFICATION	YEAR	BOARD	CLASS
B.E (Electronic and Telecommunication)	July 2012-May 2016	Pune University	FIRST CLASS WITH DISTINCTION
DIPLOMA(Extc)	March 2011	MSBTE	FIRST CLASS
S.S.C	March 2008	Maharashtra State Board	FIRST CLASS

ACTIVITIES

- Co-ordinate Technical Event: 2014.
- Represented the college cricket team at inter college level: 2013.
- Runner up in group Dance competition “Spandan”: 2014.
- Participated in Debate Competition, Poster making and face painting.
- Attended two days national workshop on recent advances in materials engineering.
- Completed the course for data structures and C programming from Global InfoTech.
- Completed the course online Lynda.com for ccna and Mcsc
- Attended two days’ workshop on PCB designing by smart technologies organized by SKNSITS.

CORRUPAT TRAING

- Hardware & Network
- PCB Design
- CCNA
- Web Design
- CCTV And Access Control

PERSONALDETAILS

Date of Birth	13/10/1991
Address	R101/04, Ashtvinayak Complex, Katrap Road, Badlapur (East),Pin No:421503
Gender	MALE
Marital Status	Married
Nationality	Indian
Language Known	English, Hindi, Marathi
Hobbies	Dances, Play kho-kho, Listening Music

DECLARATION

I do here by declare that the above information is true to the best of my knowledge.

Place: _____

MR. Jyotiba Gawade

Date: _____

(Signature)