

Resume

Name : Akshay Dipak Chavan
Address : Mr. Desai Ramcahndra Vitthal,
Vidy-vihar colony, D P road, Malawadi,
Hadapsar Gadital,
Pune -411028
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Objective :-

To be a part of the organization which gives me a scope to enhance my knowledge and help me to reach the pinnacle in computing with sheer determination, dedication and hard work so that I could contribute to the development of the organization and the society as a whole.

Education :-

Academic year	Exam	Board / University	Percentage
2019/21	M.Sc (C.S)	Shivaji University	Appearing
2015 / 18	B.Sc.(C.S.)	Shivaji University	57.24%
Feb – 2014	H.S.C.	Kolhapur Divisional Board	50.31%
March – 2012	S.S.C.	Kolhapur Divisional Board	73.45%

Technical Skills :-

- **Hardware(A+)** : O/S and Software installation and configuration
Hardware Configuration and troubleshooting, take user data backup.
- **Network(N+)** : IP configuration, Basic Knowledge of networking,
Configure printer and scanner in network (Through LAN and Sharing)
- **MCTS** : Basic Knowledge of AD, Create and Handle Domain server architecture
Maintain DNS and DHCP service (DORA process), IP configuration
- **AWS** : Adaptive cloud strategies based on AWS (Amazon Web Services)
Technical knowledge on EC2, IAM, S3, VPC services in AWS

Experience :-

ACE Computer Services (13th July 2018 to 19th November 2019)

(Wipro – Axis Bank Client Location)

Desktop Support Engineer (L1) :-

- 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

Wipro On-roll Conversion (20th November 2019 to 19th November 2020)

(Axis Bank Client Location) (Similar project mentioned above)

Administrator:- (Additional work mentioned below)

- **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.
- **Compliance:-**
 - 1) Latest version of basic software should be installation checking.
 - 2) Install latest patch on system every system.
 - 3) Check software compliance like Antivirus, Encryption and inventory software
- **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.

Medline Industries India Pvt. Ltd. (18th Dec 2021 to Till Date)

System Administrator:

- **Software Issue :-**
 1. Outlook Issue: Memory Full / Slowness / Manage Rules / Manage Add-in
 2. ODBC software / SAP Software / QAD software / Slack Software installation
 3. Help to user Install Whitelisted software (Approved Software)
- **VDI Issue :-**
 1. Check VDI pole (Persistent / Non persistent) and help to user how to login on software & web console.
 2. Handel VDI slowness issue, Disk Space Issue, Software regarding issue.
 3. Reset and restart VDI using vSphere portal
- **Compliance:-**
 1. Check software compliance (Install latest version)
 2. Install latest patch on system every.

3. Dell Encryption – Bit-locker (Check Laptop encrypted or not)
4. Antivirus (check daily/weekly update regularly)
- **Handel Ivanti Ticketing Portal:** (Handle SR and Incident)
 1. **Service Request:** User have any access / License Software / VDI access / also an procurement regarding query
 2. **Incident:** unplanned interruption / break/fix issue
- **Azure Portal:**
 1. Help to user MFA authentication
 2. Check user access / Software License / Allocated Device
- **OS & Hardware Issue:**
 1. **OS issue:** System slowness, software installation & troubleshooting, OS installation Using Network Boot (SCCM) and using pendrive/CD
 2. **Hardware Issue:** Check hardware issue, Log Case to vender & Take follow-up (If system under warranty- Lenovo, Dell),

College Project:-

Staff Attendance Management Software

Completed project in ASP.NET programming language.

Role : Developer And Tester

Duration : 6 month

Other Activities :-

- Poster presentation held in collage.
- Participated in Street Play competition held by the University.
- Managed various events held in the college throughout college years.
- NSS activity & various NSS camps

Personal Information :-

✚ **Name:** : Akshay Dipak Chavan
✚ **Date of Birth** : 19th Aug 1995
✚ **Residential Address** : Chavan Galli, (Dand Bhag), Tambave, 415-404 Tal. Walwa, Dist. Sangli.
✚ **Contact No.** : 8928003217 /8390005945.

Other Activities :-

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

Date:

Place:

Akshay Dipak Chavan