Nikhil Suresh Jadhav
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Technical Support Engineer

Career Snapshot

- 2.6 Year of experience as Technical Support Engineer.
- Currently associated with MDIndia Health Insurance TPA Pvt.Ltd as Technical Support Engineer.
- Possess good interpersonal skills that have been put to good use in coordinating with teams to provide solution to client.
- Experience of handling Service Request and Incident Tickets related to Applications MS Office, Outlook and OneDrive.
- Team player with effective communication skill and proven abilities in resolving complex issues.

Work Experience:

Purandar Transport Services, Pune   (Jan 2012 – Dec 2016)
Role: Admin Executive

WNS Global Services Pvt.Ltd, Pune   (Dec 2016 – Feb 2018)
Role: Associate Operations

MDIndia Health Insurance TPA Pvt Ltd (HO), Pune   (Aug 2018 – Feb 2021)
Role: Executive Technical Support Engineer in dep. of IT – Infrastructure

➢ **Roles & Responsibility @ MDIndia Health Insurance TPA Pvt Ltd**

- Configuration and managing of windows 7/8/10 OS
- Installation of software's and Drivers for desktop and laptop
- Installation of Applications SAP, Citrix, SQL Server 2016
- Configuration of MS Outlook, OneDrive & troubleshooting
- Make sure to closed the daily IT tickets within SLA
- Installation & Configuration of HP, Cannon Printers & Kodak Scanners and Network printers
- Remote Client Support using Microsoft Teams, Skype & TeamViewer
- Configuration of windows live mail for internal domain.
- Resolving daily technical issues and providing desktop support to Partners/VIP Users
- Provided technical support to all Internal and Branch office desktop/workstation users Computer assembling and troubleshooting hardware problems
- Provided technical support to end user using remote client for software's/OS related issues
- Working on McAfee EPO server (ENS/DLP/AGENT) for managing access to end user

- Attending and Completed training session and certified by McAfee Antivirus Training
- Installation and updating of McAfee antivirus to end users in office and branch users
- Maintain all hardware's & software's inventory details
- Log a call to HP & DELL for hardware's related problems
- Asset Inventory Management (hardware and software) & Documentations
- Preventive Maintenance and resolving other problems related to MS Office & 2010-2013 (Outlook, Excel, word etc.)
- Resolving Network related issues like I/O port issues, IO & RJ45 connector crimping and LAN issues
- Giving User access & permission to share folder.
- Provided technical support to end user using remote client for software's/ OS related issues during Work From Home in Lockdown period

➢ Application Package:

- McAfee Antivirus installation & update through EPO server.
- Maintain Tracker of daily task report of all team members in excel & update on mail
- Maintain Tracker of IT Assets on Emagic Server and Update.

➢ Professional Summary:

• IT Administrator MCSA Course

- Windows Installation server 2008r2,2012r2/2016,
- Domain control creation, Group policies, Sites and Services
- Configuration of servers (DNS,ADDS,DHCP)
- Outlook Configuration, WDS Role

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➢ Technical Skill:

- Outlook Troubleshooting
- Assets Management
- Configuration Printers & Scanners
- Operating system Configuration & Troubleshooting Windows 7/8/10

➢ Educational Qualification

DEGREE	PASSING YEAR	UNIVERSITY	%
BSc (Computer Science)	2011	Pune	55.58
HSC	2006	Maharashtra Board	50.00
SSC	2004	Maharashtra Board	55.33

➢ Personal Information

Name	Nikhil Suresh Jadhav
Date Of Birth	8th Jan 1988
Languages Known	Marathi, Hindi, English
Gender	Male
Marital Status	Married
Address	Sr.No. 63/2, G.K. Aryavat, Flat No-306, Wing-H, Vitthal Nagar, Mumbai - Pune - Bangalore bypass, Near Sameer Lawns, Ravet,Pimpri Chinchwad, Pune412101

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

Date:

Place: Pune   Nikhil Jadhav