

**Vinod Nanaso Tarange**

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**Mobile :** +91 9370974240 / 8408819992

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## **CAREER OBJECTIVE**

Seeking for a career where I can have job satisfaction and financial independence and to come across various challenging roles and have a great learning experience. I would like to work for an organization that gives me an opportunity to serve the organization and society which can enable me to have a rational career progression.

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## **EXPERIENCE**

Company: Cognizant Technology Solution (VDA Infosolutions Payroll).

Designate: FMS Engineer (L1 Support Engineer).

Duration: 23rd August 2019 till present.

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## **ROLES AND RESPONSIBILITY:-**

- Responds to telephone calls, email, chat, GSD tickets from users.
- Use the Incident Management System to document and manage problems and work requests and their respective resolutions.
- Perform user account management activities.
- Assign incidents to appropriate support teams and follow up until closure.
- Troubleshoot software/Hardware and basic network errors, connectivity problems via telephone/email/chat.
- Escalate complex problem to appropriate support specialists
- Identify, evaluate and prioritize customer problems and complaints
- Troubleshoot software installation failure and provide support via telephone, remote access
- Provide remote assistance in assembling, installing and troubleshooting computer hardware and peripherals.

- Managing customer expectations regarding SLA
- Working knowledge of ticket routing BMC REMEDY 8.1 software.

## EXPERIENCE

Company: Fabtech Projects and Engineers Ltd Pune.

Designate: Desktop Support.

Duration: 1st August 2017 to 31<sup>st</sup> May 2019.

## ROLES AND RESPONSIBILITY:-

- Installation and maintenance of Windows XP, Windows 7, Windows 8 and all operating system as well as hardware peripherals.
- Configuration of Email accounts & troubleshooting in MS Outlook 2007 & 2010.
- Configuration & Installation of Network Printer Such as HP, Ricoh and Kyocera.
- Resolving Hardware related problems
- First Level Troubleshooting for LAN.

## TECHNICAL SKILLS:-

- Troubleshooting of Desktop, Laptops hardware's, and Application related issues.
- Windows Installation, Outlook Configuration and Troubleshooting, Network sharing device Configuration etc.
- Operating systems: WINDOWS 7, WIN 8, WIN 10 and WINDOWS 2012 R2. • DNS, DHCP, AD, Basic knowledge of Office 365.

## CERTIFICATIONS AND TRAINING:-

- AWS training from Anexpertise Institutes.

## EDUCATIONAL DETAILS:-

COURSE	SPECIALIZATION	BOARD/UNIVERSITY	INSTITUTION	%	YEAR
Degree	Computer Engineering	Solapur University	FTC COER Sangola	64.76 %	2017
Diploma	Computer Engineering	MSBTE	Shivaji Poly. Sangola	69.55 %	2014
XII	Science	HSC	English School Junior College	50.83 %	2011
X	General	SSC	Madhymik Vidhyalay Chincholi	68.46 %	2009

#### **EXTRA ACTIVITIES/INTERESTS:-**

- Listening Music
- Playing Cricket , Kho-Kho

#### **PERSONAL DETAILS:-**

Full Name	:	Mr. Vinod Nanaso Tarange
Date of Birth	:	07 July 1993
Personal Email	:	<a href="mailto:tarangevinod123@gmail.com">tarangevinod123@gmail.com</a>
Languages	:	English, Marathi, Hindi
Address	:	Flat no 402, B Wing, Silver County, near Amit Bloomfield, Ambegaon , Katraj Pune-411046

#### **DECLARATION:-**

The above information is true to the best of my knowledge and belief and I bear the responsibility for the correctness of the above-mentioned particulars.

Vinod Nanaso Tarange

