**Hariom S Bhavsar**

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**OBJECTIVE**

To work in a challenging atmosphere where I could get an opportunity to learn and develop my technical skills

**EXPERIENCE**

Overall 9 years’ experience in IT support 2 years in network engineer as NOC L1 Support and & 7years in desktop support.

**TECHNICAL SKILL SET**

* Service Level Management
* Maintenance and repair.
* System security
* Customer service and application support.
* VC Devices and projector troubleshooting

**PROJECT DETAILS**

**Company:** VDA Info Solution Pvt. Ltd.

**Client:** Tata Motors Ltd.

**Duration:11** months

**Role:** Sr**.**Desktop support Engineer

**Responsibilities:**

* Resolve incident assign by ITSD and update in BMC remedy.
* Support to production application and co-ordinate with technical team for the issues.
* Install, configure, and support PC hardware and various software used by end users.
* Troubleshoot SCCM manger issues and update the operating system.
* Assist in ad hoc projects, assignments and responsibilities as necessary.
* Provide first & second level Help Desk support for PC/LAN and laptop/workstation end‐users. Update and monitor problem tracking and reporting systems.
* Troubleshoot internet connectivity issues and coordinate with network team to resolve the issue.
* Resolve the wireless LAN and wired connectivity issue.
* Planning for the LAN network and provide report to network team.
* Provide routine problem reporting and recommendations to management.
* Handle Escalated issues and involve experts wherever required in order to resolve issues as quickly as possible.
* Provide technical support to NAC and maintain NAC compliance.
* Maintain VC device, Projector and provide support during VC.
* Provide support to VPN, Cisco jabber connectivity issue.
* Co-ordinate with vendor like Dell, HP Lenovo, TVS, Canon for the troubleshooting.
* Provide VVIP End user support and resolve the issue.

**Project Activity:**

**1) Operating system upgradation from win 7 to 10 on entire 300 desktop and laptop.**

**2) Network access Control: Fullfill perquisite parameters to deploy NAC on desktop and laptop. Like**

**Antivirus, Operating system patches and wires services.**

**3) MacAfee DLP: Complete DLP implementation on all VIP users’ laptop and complete data encryption.**

**Company:Precision Informatics**

**Client:**TVS Logistics services

**Duration: 11** months

**Role: System engineer**

• Responsible for all Projects of western region, including 12 Locations and 15 Projects.

• Configure Blackberry and android application, exchange ID pop3 email account on cell phones

• Experience in Remote application Dmware and lync TeamViewer and Ammy admin.

• Experience Using BMC tools for incident fault ticket raising and closing.

• Troubleshooting OS & Hardware issues (OS-XP, 2000, 98, Vista, Windows7)

• Installation of dell workstation and troubleshooting hardware issues.

• Troubleshooting Remote Site issues (Local bandwidth issue like latency)

• Co-ordination with ISP NOC Team (Tikona, Tata Telecom, reliance)

• Installation of network printer and troubleshooting.

• Troubleshooting of Microsoft outlook2013 exchange mail issue.

• ERP application support and coordinate with server team

• SAP Installation and configuration in client end package, and various third party applications.

• To co-ordinate with system administrators and service providers of various Locations.

**Project Activity:**

1. **Asset refreshment activity replace more the 150 asset including desktop, laptop and printer.**
2. **System hardening: disable the service guided by IT security team and remove non authorize application.**
3. **Install IT infrastructure (Like network rack, LAN cable, UPS point Wan Link) at new office guided by IT Management.**

**Company:PCS Technology Ltd**

**Client:TVS Logistics services**

**Duration: 11** months

**Role:** Sr**.**Desktop support Engineer

**Company:CMS Info system pvt ltd, Pune.**

**Client: TVS Logistics services**

**Duration: 24** months

**Role:** Sr**.**Desktop support Engineer

**Company:Value Point Systems Pvt Ltd.**

**Client:TVS Logistics services**

**Duration: 12** months

**Role: System engineer**

**Company:Ma Foi Management consultants Ltd, Pune**

**Client:**TVS Logistics services

**Duration: 12** months

**Role: System engineer**

**Company:S2Net InfoTech solutions Pvt. Ltd**

**Client: EURONET SERVICES**

**Duration: 24 Month**

**Role: Network engineer L1**

* Worked on Cisco router 3800, 1800 and Cisco switches 2950, 2960, 3560.
* Worked on e1 channel and Configure Point to Point sub interface and troubleshoot reliability problem.
* Experience of working on Switching, VLAN and Trucking like 802.1q, L2 & L3 Switches.
* Performed installations, technical support, troubleshooting and maintenance of network equipment.
* Closely working with telecommunications service providers (Reliance, Sift, Tata, MTNL, and TULIP) to debug and diagnose network and data circuit problems. (Issue likes reliability or packet drop.)

**Education Qualification.**

* M. A. (Eco) Appear in North Maharashtra University (Jalgaon)
* B. A. (Eco) North Maharashtra University with II class ( march 2002)
* H.S.C. passed through Nasik Div. Board with 49.50 (March 1999)
* S.S.C. passed through Nasik Div. Board with 45.33 (March 1996)
* C.C.N.A. Certified with 88.1 %, Mumbai (Jul 2008)
* Diploma in Hardware & Networking through Global Computer Institute. (April 1999**-2000**).