**MAHESH RAMANATH BHARATI**

Rane Chawl, Near Water Tank, Dongripada, Post – Kaserwadvali, G.B.Rd., Thane (W) – 400 607

**Contact:** +91-9969410629, +91-22 – 25861456, **E-mail:** [Mahesh.or.bharati@gmail.com](mailto:Mahesh.or.bharati@gmail.com)CUSTOMER SUPPORT ENGINEER

*Seeking assignments across the IT industry*

* Achievement-oriented, diligent, and dedicated IT Professional offering over 3 years of technical experience in providing support to information systems.
* Currently designated as **Resident Engineer** with **GEE LIMITED KALYAN**
* Demonstrated problem analysis, resolution skills, ability to troubleshoot, solves problems quickly & completely. Adept at mapping client’s requirements, custom designing solutions & troubleshooting for complex IT / networking related problems.
* Resourceful and competent to create win-win relationship with Customers coupled with proven acumen in managing customer centric operations and ensuring customer satisfaction by achieving delivery and service quality norms
* Analytical ability and creativity to build-up competitive advantage and contribute to the growth of the business. Focused and result oriented with strong analytical and reasoning skills

**PROFESSIONAL EXPERIENCE**

**MACH4 TECHNOLOGIES Jun’07-Sep’08 Junior** **Customer Support** **Enginee**r

* Gained expertise in maintaining PCs, Printers & other Computer peripherals of Warranty clients.
* Acquired superior technical and managerial expertise to install service and manage computer hardware including printers, UPS, Internet, networking and allied services.
* Extend high-end technical support on Windows Servers and ensure high customer satisfaction levels through prompt resolution of their problems and training.

**SAI TECH Oct’08-Mar2011**

**Resident Engineer**

* Currently playing a pioneering role in designing, developing and directing operations and strategic visions of the IT dept. through implementing latest technology and principles in desktop, server, network, telecommunications and security.
* Accumulating & troubleshooting all types of PCs, Hardware & Software Installation; accountable for PC assembling & installation of different software.
* Accountable for the installation/maintenance/troubleshoot of Win95, Win98, Win2k Prof, Win XP, Win Vista, Win2003 Server.
* Carrying out the task of documentation of the Company Warranty.
* Building and maintaining healthy business relations with customers, enhancing customer satisfaction matrices by achieving delivery & service quality norms. Resolving customer complaints within minimum turnaround time to total customer satisfaction
* Formulating ways to provide of imparting assistance to customers in case of information security.
* Responsible for new installation of PC, Printer, Dial-up Internet Connectivity, Software installation & support to internal users. Configuring, managing & securing resources (Users, Printers and Folders).
* Responsible for Post-implementation, modification and network maintenance support to the client.
* Functioning as a key member in handling
  + 5 Server & 500 Clients LAN Users.
  + Setup of ADSL router , wireless d-link router , Cisco Router 1800 series.,d-link switch
  + Setup of network HP LaserJet printers 8050 series, 9040 series.
* Spearheading efforts for Identification and troubleshooting of network errors/ bugs regularly.
* Ensuring smooth functioning of active directory Database, User accounts & Rights, Access Security & permission.
* Adept in Technology selection including hardware and software, co-ordination with vendors/contractors for timely troubleshooting of cases.

**GEE LIMITED KALYAN ( Presently working )**

**DESIGNATION: IT ENGINEER RESIDENT**

**FROM 11TH APRIL 2011 TO TILL DATE**

* Total knowledge of N computing
* X 550, L130,L230 and L300 Ethernet Virtual Desktops with vSpace
* Regulatory Compliance Handling
* Online Reg. & Offline reg.
* Troubleshooting error
* Hardware Settings (LAN/local) 44
* Software Settings (LAN) 43
* Software Settings (local) 37
* Remote desktop with 99 Users in 1 server
* Tally Installation 9.1-9.31-9.32-9.34,9.45 Tally 9 Server( Single user & Multi Users )
* Solving Tally related user problems, and errors.
* Windows Server 2008 R2 (32 bit & 64 bit) along with installation and trouble shooting.
* Windows MAC OS installation and trouble shooting.

**EDUCATIONAL AND PROFESSIONAL CREDENTIALS**

**Professional Qualification**

* **Diploma in Computer Hardware & Networking** Course from Kohinoor Technical Institute in June 2007.
* **Computer Maintenance Course** from ITES Engineering & Vocational Exam Board, Mumbai in April / May 2007.
* **MSCIT** course in October 2005.

**Academic Qualification**

**12th**, **2009**  Maharashtra Board

1**0th,** **2005** Maharashtra Board**Date of Birth:** 6th February, 1989

**Linguistic Proficiency:** Marathi, Hindi & English

**References:** Available on request