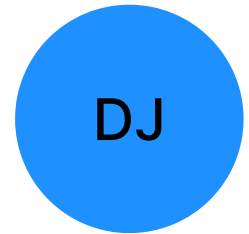# DHIRAJ JADHAV

Technical Support Engineer

📞 +91 7738698760 @ dhiraj71@outlook.com 🔗 www.dhiraj.gq 📍 Mumbai

DJ

EXPERIENCE

Proactive Grace Support

Upwork

📅 11/2022 - 11/2024 📍 Remote

Microsoft 365

- Help customers who have entered their grace period due to payment issues or low usage of Microsoft 365 workloads to evaluate the potential benefits of continuing their subscription.
- Educate customers on the use of Microsoft 365 products and services and provide guidance on best practices for improvingproductivity and collaboration.
- Advise customers on the different subscription plans and features available and help them to choose the plan that best meets their needs and budget.
- Guide customers through the process of resolving payment issues or increasing usage of Microsoft 365 workloads, including providing step-by-step instructions and troubleshooting any technical issues that may arise.
- Keep up-to-date with the latest updates and enhancements to Microsoft 365 and communicate these changes to customers as appropriate.
- Document technical issues and solutions in a knowledge base for future reference.
- Collaborate with other technical support engineers and cross functional partners to resolve complex technical issues.

Technical Support Engineer

Upwork

📅 04/2020 - 06/2021 📍 Remote

(Microsoft-365) Providing support to customers through phone and email modality, follow up with the customers escalated cases as well as handling inbound calls. Performing root cause analysis of reported issues from customers.

- Troubleshooting for Mailflow issues in Exchange online.
- Fulfilled the responsibilities of 1st-line technical support.
- Achieved consistency in 100% reliability month on month.
- Analyzing and troubleshooting NDR, Message Headers and Message trace.
- Executing Office 365 procedures through Windows PowerShell.
- Hands on knowledge of SharePoint Online administration, building sites, list/libraries and OneDrive for Business sync.
- Resolving and managing Office 365 tasks with the use of PowerShell.
- Hands on Search/Export and download mailboxes in PST file from Office 365.

SKILLS

Microsoft Office Installation

Microsoft Outlook   Router

Microsoft 365

Azure Active Directory

SharePoint Online   Microsoft Teams

OneDrive for Business   AAD Connect

Exchange Online

Windows PowerShell   GitHub Pages

LANGUAGES

Marathi
Native
●●●●●

Hindi
Proficient
●●●●○

English
Proficient
●●●●○

KEY ACHIEVEMENTS

💎 **Was a part of the Repeat Reduction Program to help the site achieve the matrix and also was selected for Talent pool program based on performance.**
Awarded as best advisor on Saturn (May, August, September - 13

💎 **Maximum agents from the team were Promoted to the Premium Queue.**
Best Team on Overall stacks FY14 (BT PRIDE AWARD).

MICROSOFT LEARNING PATH

Troubleshoot Microsoft Exchange Online

Powered by Enhancv

EXPERIENCE

Technical Support Engineer

Wipro Limited

📅 04/2017 - 10/2019   📍 Mumbai

(Microsoft-365) Provide solutions to customers through phone and email modality, follow up with the customers escalated cases, as well as handle all inbound calls. Troubleshooting software issues, providing solutions to customer queries related to the company's products or services

- Provided 24/7 support to our customers to ensure product availability and also support.
- Configuring AAD connect for Active Directory synchronization and single sign-on with Office365.
- Implementation and deployment of Active Directory inclusive of Azure, Active Directory Synchronization DirSync/ AD Sync/AD Connect, Sync rule manager, and AD Connect Connectors / AD Schema.
- Assisting Admins in Planning, implementing and troubleshooting email solutions with Office 365.
- Troubleshooting Installation and activation of Microsoft Office.
- Troubleshooting client connectivity issues like Outlook, Active Sync and Oulook Web App.

Tech Lead

Wipro Limited

📅 11/2014 - 03/2017   📍 Mumbai

British Telecom) Supporting Team of 1015 Agents on a real Time basis to meet CPM's set by the Client. Driving call transfer performance at alignment level. Handling Customer's Escalations with required follow up.

- Lead and managed a team of 10-15 employees.

Technical Support Advisor

Wipro Limited

📅 10/2012 11/2014   📍 Mumbai

Worked as the first point of contact for customers and escalated the cases to Tier 2 departments when required. Troubleshooting to customers who are having issues with their internet services, TV set up box, router and PC. At times booking a field engineer for further troubleshooting or equipment replacement.

- Provided 24/7 support to our customers to ensure product availability and also support.
- Fulfilled the responsibilities of 1st-line technical support.
- Managed the reporting section of the team leading to a 10% reduction of the late issue resolutions.
- Configuring E- Mail clients, installing anti-virus software, setting up third party routers.

EDUCATION

Maharashtra State Board {H.S.C}

Central Railway High School

📅 02/2008

Maharashtra State Board {S.S.C}

Abhyudaya Education Society High School

📅 03/2005

MICROSOFT LEARNING PATH

Troubleshoot Microsoft Exchange Online