Mr. ROHIT RAJENDRA SONAWANE

👤 Personal Information

Date of birth: 1 7 JUNE 1996
Nationality: Indian
Address: B /304, Goyal Plaza, N.H School Road, Mira Road East, Thane 401107, India
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💼 Work experience

07/2018 – 04/2019
Mumbai, India

Service Desk Engineer
Microland

- Responding and handling end users' international calls, emails, and web tickets in a timely, courteous manner.
- Work with acordial.
- Logging each user's tickets in ServiceNow (Incident/ServiceRequest/Information Query).
- Providing first level support for office automation solutions, peripherals, and desktops.
- If necessary, route or assign tickets to the proper support group.
- Identifying and elevating situations of high severity and importance.
- Providing quick, precise, and accurate updates for pending tickets.
- If necessary, follow-up with end users to close open tickets.
- ◆ Assisted customers with technical support inquiries
- ◆ Responded to customer technical support questions
- ◆ Addressed customer concerns related to technical support issues
- ◆ Provided customers with troubleshooting steps for technical support issues
- ◆ Resolved customer technical support issues

10/2021 – present
India, Mumbai

Service Desk Engineer
Impact Infotech

- Providing software application support under the supervision of the Senior Engineer.
- Generating a tr, running a SQL query and delivering data.
- Performing analyses on software application functionality and suggesting improvements.
- Ensuring effective front-end and back-end functionality of applications.
- Consulting with the software development team, internal users, and clients to improve application performance.
- Establishing the root causes of application errors, and escalating serious concerns to the Senior Engineer.
- Keeping a record of configuration changes and scheduling application updates.
- Documenting processes and monitoring application performance metrics.
- Providing front-end support to clients and colleagues in other departments
- ◆ Maintained Service Desk ticketing system.
- ◆ Investigated and resolved technical issues.
- ◆ Provided Tier 1 support to end users.
- ◆ Created and maintained user accounts.
- ◆ Installed and configured software applications.
- ◆ Trained end users on software applications.

🎓 Education

08/2019 Mumbai, India	**Master of Arts	Masters** Mumbai University
08/2017 Mumbai, India	**Bachelor of Arts	Bachelor** Abhinav College, Mumbai University
05/2014 Mumbai, India	**Arts	H.S.C** Abhinav College, Maharashtra State Board
04/2012 Mumbai, India	**S.S.C** N H English Academy, State Board of Maharashtra

📑 Certificates

IT Support Professional Certificate
Google

MS-CIT

📋 Skills

- **Microsoft office 365**
- **MS SQL & SQL read only**
- **Good in General Knowledge**

I hereby certify that the information above is accurate to the best of my knowledge.