**Yogita Khulape**

**IT Technical support / Networking**

Contact  +91 7743805975  [yogitaakhulape@gmail.com](mailto:yogitaakhulape@gmail.com)

  Pune, India

Results-oriented 4.5 years of experience in the IT industry, specializing in IT Technical Support and Networking. My expertise includes:

* IT Problem Solving: I have hands-on experience resolving a wide range of IT hardware, software, and networking issues, ensuring smooth operations for organizations.
* Platform Diversity: I am well-versed in a variety of operating systems, including Windows, Mac OS, iOS, and Android, making me adaptable to different technological environments.
* MS Office and Networking: I possess functional and operational expertise in Microsoft Office and networking, contributing to project success.
* Communication Skills: I have excellent communication and interpersonal skills, allowing me to effectively interact with colleagues and end-users.
* Adaptability: I am flexible and versatile when working in new environments, a self-motivated team player, and have experience collaborating in multicultural settings.
* Decision-Making: I make informed decisions based on my skills and the experience I've gained at each stage of my career.
* End-to-End IT: I have hands-on experience in all phases of IT, including hardware, software, and networking, ensuring comprehensive support.
* Shift Flexibility: I am comfortable with 24/7 rotational shifts as required by the business, ensuring continuous support availability.

**P R O F E S S I O N A L E X P E R I E N C E:**

Wipro Technologies May 2019–Continue Role: L3 SD Analyst Engineer

* Remote Troubleshooting: Fixing issues with computer systems and software like Windows, Outlook, Teams, and Citrix and many more. This also includes helping with VPN and security applications.
* Using Tools: We use software tools like LogMeIn123, Helpline, SNOW, and Agent Bold to chat with users and provide remote assistance.
* Ticket Management: We use tools like CDAX, Helpline, and SNOW to keep track of and manage the requests and issues users report to us.
* Software Support: We help with a bunch of software, like different versions of Windows, VPN programs like Pulse Secure and Cisco AnyConnect, Microsoft Office applications, antivirus software like McAfee, VDI systems like VMware and Citrix, web browsers like Internet Explorer, Firefox, and Chrome, and various other programs like Adobe Reader and SharePoint.
* Administrator services, Network, internet problem resolution. Antivirus, operating system/windows patches, troubleshooting, upgradation.
* Dealing with Upset Customers: We listen to and calm down customers who are upset, all while communicating with them very well.
* Answering Calls and Emails: We respond to phone calls and emails from customers quickly and work to solve any problems they have.
* Creating Guides: We make step-by-step guides for new issues and keep records of how we fixed problems. We also maintain logs and reports.
* Taking Care of VIPs: We give special attention to important users and make sure their issues get resolved quickly.
* Critical Incidents: We take responsibility for important issues, escalations and make sure they get resolved from start to finish.
* Working with Other Domains: Sometimes, we work with other domains internally to solve issues that need help from different areas of expertise.
* Supporting Junior Engineers: We help less experienced engineers (L1/L2) with their problems and create guides/ SOP for new problems they might encounter.

**E D U C A T I O N**

Master’s in Computer Management 2009

Pune University. India