MITESH MANOHAR MOKASHI

CONTACT

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OBJECTIVE

To obtain a position of responsibilities that utilizes my skills. Also, I'm keen to Working environment where Ican rich my knowledge.

EXPERIENCE

16/11/2020 - 04/06/2021

- **Service Desk Analyst**
  Cybace Solution
  • Attending customer queries through Phone Calls/Emails/Chat.
  • Responsible for Troubleshooting account lockout issues.
  • Responsible for creating new tickets to technical teams.
  • Adding users to AD Security Group using Azure Portal.
  • Granting permission to the shared folder, members to DL & Shared Mailbox. Performing password reset request for International users.
  • Taking remote session through Quick Assist remote tool.
  • Perform MS Outlook Configuration & troubleshoot.
  • Responsible for Troubleshooting SCCM issue.
  • Works proactively with team for analyzing ticket flow.
  • Responsible for daily and weekly ticket review meeting with team.
  • Installation, Configuration and Administration of Windows Desktop, Laptop & Printer, Coordinating between client and Department.
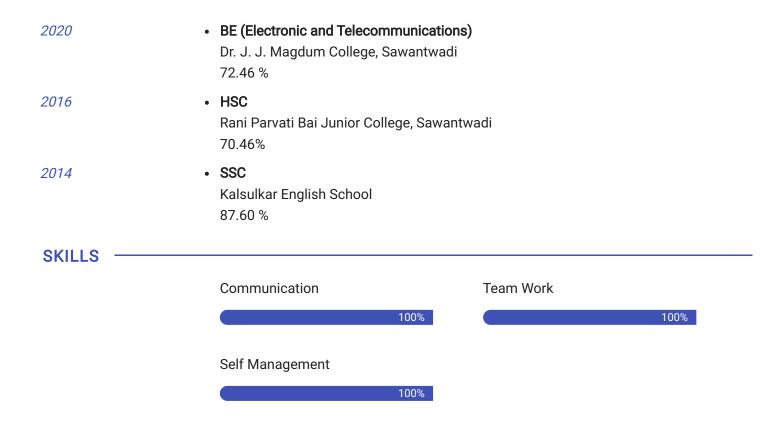
09/07/2021 - 28/10/2022

- **Software Engineer (A4)**
  Capgemini
  • Attending customer queries through Phone Calls/Emails.
  • Responsible for Troubleshooting account lockout issues.
  • Responsible for creating new tickets to technical teams.
  • Adding users to AD Security Group using Azure Portal.
  • Solve the customer technical issue through phone.
  • Taking remote session through Quick Assist remote tool.
  • Perform MS Outlook Configuration & troubleshoot.
  • Works proactively with team for analyzing ticket flow.
  • Responsible for daily and weekly ticket review meeting with team.
  • Solve the all technical issue for the McDonald's store for UK and Ireland.

EDUCATION

2020	**BE (Electronic and Telecommunications)** Dr. J. J. Magdum College, Sawantwadi 72.46 %
2016	**HSC** Rani Parvati Bai Junior College, Sawantwadi 70.46%
2014	**SSC** Kalsulkar English School 87.60 %

SKILLS

Communication

100%

Team Work

100%

Self Management

100%

TECHNICAL SKILL

- Service Now (SNOW)
Ms Outlook
ITIL Process
Share Point
Operating System - Window, Linux