CURRICULUM VITAE

Sachin V Gawade

"SONASHREE" Plot No: 651, Shivtejnagar, Chikhali-Pradhikarn Chinchwad Pune: 411019
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Job objective
A hardworking, self-directed IT professional, with proficiency in PC troubleshooting and basic network troubleshooting, seeks a position of a System Support Engineer in a competitive customer-centric setting.

Summary of qualifications

- Proven ability to successfully handle routine network operations such as troubleshooting issues pertaining to user access management, software installation, system backup, and printer setup, among others
- Proven expertise in providing active directory services, antivirus support, asset and configuration management, and remote troubleshooting of incidents, among others

Technical skills

- Windows XP, Windows 7, Windows 8, Windows Server 2008
- Active Directory
- MS Internet Information Server, MS Office 2007 and 2010
- MS Outlook
- McAfee, eScan, and another Antivirus Software

Professional experience

1. **Inspect Technology Pvt.Ltd.Pune Clint : Autoline Industries Ltd. Chakan
    3Nov 2022 to Till Date IT Executive – L2 Engineer**

Responsibilities include:

- System Support: Password Management adding and deleting user.
- Communicate with vendor for providing hardware support.
- Taking backups & restore data of users Ensuring the anti-virus software is installed, properly configured, regularly updated, and properly on all PC and Laptop.
- Troubleshooting network connectivity (LAN) issues
- Manage Network asset as well deploy new infrastructure if required.
- Communicating directly with customers on phone and via emails to address their issues.
- Auditing and inventory of desktop, laptop,
- Providing remote support through MS Teams
- Confining operating system's Local security policies
- Installing & maintenance of desktop, Laptop, printer local & network.
- Provide windows support like windows 7 & windows 8

2. **Open view Technologies Pvt. Ltd. Pune, <u>Client</u>: Tech Mahindra ltd, Hinjewadi03-December-2018 to 20 July 2022 system support engineer**

Responsibilities include:

System Support:

- Handling routine desktop support issues, which include installing and re-installing Operating Systems (OS) and applications, configuring devices, MS-Office, MS-Outlook, and Acrobat Reader, among others
- Managing service request /call raised by users in BMC Remedy Alert software.
- Password Management adding and deleting user.
- Communicate with vendor for providing hardware support.
- Taking backups & restore data of users
- Installing & maintenance of desktop, Laptop, printer local & network.
- Internal (within Hinjewadi site) movement of 600 users from BT Green side along with their system and data.
- Configuration and testing of any new hardware and software.
- Ensuring the anti-virus software is installed, properly configured, regularly updated, and working properly on all PC and Laptop.
- Communicating directly with customers on phone and via emails to address their issues.
- Auditing and inventory of desktop, laptop,

3. Net Check Solutions India Pvt.Ltd, Ambegaon Pune, 05-May-2015 to 1-Dec-2018 System Administrator

- Installation configuration and troubleshooting of Microsoft Products.
- Upgrading New Hardware and software.
- Auditing and inventory of desktop, laptop, printer
- Configuring print devices (network and local) on desktops
- Providing anti-virus support
- Responsible for maintaining around 40 PC's & 15 Laptop,2 Local printer & 1 Network printer.
- Provide windows support like windows XP, windows 7 & windows 10
- Configuration & troubleshooting Mails (MS-outlook & Outlook Mail)
- configuring video conference & projector
- Providing remote support through Ammy Admin and Team viewer
- Data Backup of all users daily & weekly.
  2. **Network Support**
- Providing L1 network support which includes configuring IPs and basic handling of switches, among others.
- Punching and Crimping in UTP Cable, RJ45 Connectors
- Troubleshooting network connectivity (LAN) issues
- Manage Network asset as well deploy new infrastructure if required.
- Responsible for networking, design, installation and maintenance services.
- Configuring TCP/IP properties and mapping network drive
- IP Camera setting, configuration and network infrastructure development.
- Responsible for administration of Networking devices such as Intel switches and wireless devices.

3. Server Support

- Installation & Maintenance of Desktop & Laptop in Workgroup and Domain Model.
- Creating and managing shared folders to the users.
- Creation, updating and deletion of user account in AD Directory.
- Managing user logon details.

4.CMS Info system Pvt. Ltd. Pune, <u>Client</u>: DBS Bank (Mendel Conley) Pune.
17 July 2013 to 4 May 2015 Customer support engineer

Responsibilities include:

- Residence Engineer for Main clearing Branch of DBS Bank in (Mendel Conley) Pune.
- Handling the calls remotely with software like Net meeting and VNC.
- Responsible for taking the backup of 45 PC & 2 server.
- Closing the user calls using DBS Bank web portal USD (Uniceter Service Desk)
- Giving L1 level application support to DBS Bank.
- Confining operating system's Local security policies.
- Monitoring the link connectivity issue to the NOC Team with the help of web portal
- Troubleshooting network connectivity (LAN) issues
- Installing desktop and hardware such as CD-ROM, and Wireless cards, among others
- Trained staff on a new Bank employee computer access protocol.

**5.Sanrac Computer Consultant Pvt. Ltd. Delhi, <u>Client</u>: Walchandnagar Industries Ltd
Pune. 3May 2010 to 30 June 2013 Desktop support engineer**

Responsibilities include:

- Installation of windows server 2003, Windows Xp & windows 7
- Providing L1 network support which includes configuring IPs and basic handling of switches, among others
- Providing anti-virus support
- Configuring print devices (network and local) on desktops
- Communicating directly with customers on phone and via emails to address their issues
- Hardware & Basic networking issue
- Closing the user calls using Remedy portal.
- Assemble & Disassemble troubleshooting the PC.
- Responsible for maintaining around 200 PC & 50 Laptop, 6 Local Printer & 2 Network printer.
- Wireless data card installation and troubleshooting.
- User mail management backup & configuration in Ms outlook (2003, XP & windows 7) outlook Express.

Education

- Bachelor of Computer Appliction (BCA-CA) (1st Year Appearing) From Savitrabai Phule Pune University.
- Maharashtra state Board Higher Secondary H.S.C from (Arts stream) Pune Board (2004)
- Maharashtra state Board Secondary S.S.C from Pune Board (2002)

Personal Details

Father Name: Vitthal Sonaji Gawade

Date of Birth: 23 Feb 1985

Gender: Male

Nationality: Indian

Marital Status: Married

Language Known: English, Hindi, Marathi

I hereby declare that the information given above is true to best of my knowledge.

Date   Yours Faithfully

Place: Chinchwad   Sachin V Gawade