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PROFILE SUMMARY

With a background in desktop support engineering specializing in HP Technology services at Orbit Techsol, I have honed my skills in system administration, infrastructure management, and network support. My experience has equipped me to independently manage a wide range of responsibilities, contributing to the smooth operation of our systems. I take pride in my ability to troubleshoot, maintain, and optimize IT systems, drawing on the diverse skill set I have developed throughout my career. Each company I have worked for has uniquely contributed to my professional growth, preparing me to handle complex tasks with efficiency and expertise..

PROFESSIONAL EXPERIENCE

- 05/2025 – working **MAGNUS HOTELS & APARTMENTS LLP**
- 07/2024 – 04/2025 **IT Executive, Vijaya PH Diagnostic Centre**
- 05/2022 – 08/2023 **System Administrator, ProtoTech Solutions**
- 06/2021 – 05/2022 **junior system administrator, AXV technology**
- 11/2020 – 06/2021 **Desktop Support Engineer, Orbit Technologies**

TECHNICAL SKILLS

1) Multiple OS Installation, Update & Troubleshoot (Windows, Mac, Linux Ubuntu)

- **Installation:** Expertly set up and configure multiple operating systems (Windows, macOS, Linux Ubuntu) on a single device using dual boot or virtualization. Ensure all necessary drivers, updates, and software dependencies are installed for optimal performance.
- **Update:** Regularly update the OS using the built-in update systems for Windows, macOS, and Ubuntu to ensure security patches, bug fixes, and feature upgrades are applied seamlessly. Automate updates where possible to reduce manual intervention.
- **Troubleshooting:** Resolve common OS-related issues like boot failures, blue screens, system freezes, software crashes, driver conflicts, and other system errors. Utilize system logs, diagnostic tools, and recovery options to repair or restore OS functionality.

2) Windows OS Desktop, Laptop Troubleshoot (Hardware & Software Issues)

- **Hardware Issues:** Diagnose and repair hardware problems related to the CPU, RAM, hard drive, graphics card, power supply, and peripherals like USB devices, printers, and monitors.
- **Software Issues:** Troubleshoot issues like system slowdowns, application crashes, memory leaks, OS corruption, software compatibility, and conflicts with security software.
- **Resolution Tools:** Use built-in Windows utilities like Event Viewer, Device Manager, Disk Cleanup, System File Checker (SFC), and more to diagnose and resolve problems.

3) Active Directory (AD): User ID Creation, Edit Info, Delete User ID in AD

- **User ID Creation:** Use Active Directory Users and Computers (ADUC) to create new user accounts, assign permissions, configure password policies, and set up group memberships.
 - **Editing User Info:** Modify user profiles, such as email addresses, phone numbers, group memberships, and password resets in Active Directory.
 - **Deleting User Accounts:** Safely remove user accounts from AD when employees leave the company or no longer need access. Ensure proper archiving of data and permissions before deletion.
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4) User Access Controls & Permissions in AD or Firewall

- **User Permissions in AD:** Set granular access controls in Active Directory by assigning permissions at the user, group, or organizational unit (OU) level. Use security groups to enforce role-based access control.
 - **Firewall Permissions:** Configure inbound and outbound rules on firewalls to manage application access, block unauthorized traffic, and protect the network. Set up whitelisting/blacklisting for specific ports, IP addresses, and protocols.
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5) Whitelist or Block Specific URL in Firewall

- **Whitelist URLs:** Allow access to trusted websites and applications by adding their URLs to a whitelist on firewalls or network security appliances.
 - **Block Specific URLs:** Prevent access to unwanted or potentially harmful websites by adding URLs to a blacklist. Implement URL filtering policies to safeguard users from accessing malicious content or irrelevant sites.
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6) IT Infrastructure Management

- **Network Infrastructure:** Oversee and manage network hardware (routers, switches, firewalls), ensuring proper configuration, monitoring, and security.
 - **Server Management:** Maintain and configure server environments (physical and virtual), including web, file, email, and database servers. Ensure optimal performance, security patches, and backups are regularly managed.
 - **Cloud Infrastructure:** Administer cloud-based resources (e.g., AWS, Azure, Google Cloud) for scalability, storage, and application hosting.
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7) Network Troubleshooting

- **Connectivity Issues:** Identify and resolve issues with network connectivity, including DNS resolution, IP conflicts, DHCP issues, and network outages.
- **Lan port connectivity issue:** Use diagnostic tools like lan tracer to find out lan port to server end & user end connectivity.
- **Network Devices:** Troubleshoot issues with network devices (routers, switches, modems), including firmware updates, port configuration, and traffic analysis.

8) Wi-Fi Configuration

- **Access Point Setup:** Install and configure wireless access points (WAPs), ensuring optimal signal coverage, security (WPA2/WPA3), and compatibility with various devices.
 - **Troubleshooting Wi-Fi:** Diagnose issues such as weak signals, slow speeds, or connection drops. Adjust settings like frequency channels, security protocols, and device interference mitigation.
 - **SSID and Security Setup:** Configure SSID (Service Set Identifier), enable encryption, set up guest networks, and configure advanced settings like QoS (Quality of Service) for prioritized traffic.
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9) LAN Cable Crimping (RJ45)

- **Crimping Process:** crimp CAT5, CAT6 cables with RJ45 connectors to ensure solid, reliable connections.
 - **Cable Testing:** Use cable testers to check for wiring faults, ensuring that each pin is properly connected for optimal data flow and network performance.
 - **Best Practices:** Adhere to industry standards for cable length, grounding, and proper installation techniques to avoid network disruptions.
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10) Problem Solving

- **Root Cause Analysis:** Approach problems systematically to identify the root cause of technical issues. Use logs, monitoring tools, and diagnostic tests to identify the underlying issue, not just symptoms.
 - **Resolution:** Propose and implement solutions, whether they involve patching software, adjusting configurations, replacing hardware, or offering user education.
 - **Prevention:** Develop solutions that not only resolve immediate issues but also reduce the risk of recurrence.
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11) Printer, Scanner & IT Equipment Installation & Troubleshooting

- **Device Setup:** Install and configure printers, scanners, and other IT-related peripherals, ensuring they are connected to the network or devices properly and are fully functional.
 - **Driver Installation:** Download and install the correct drivers and software for various devices to ensure compatibility and full functionality.
 - **Troubleshooting:** Diagnose and resolve issues such as paper jams, printer offline errors, slow printing speeds, scanner calibration, or connectivity problems.
 - **Network Sharing:** Configured & share network printer or scanner to end user as per requirement.
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12) Customer Service/Support

- **Issue Resolution:** Provide first-line support to end-users, addressing issues related to software, hardware, or network configurations.

- **User Education:** Assist users with understanding and using technology efficiently by offering walkthroughs, training materials, or one-on-one tutorials.
 - **Communication:** Maintain clear and professional communication, ensuring users are kept informed about issue status and resolution steps.
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13) Vendor Management

- **Vendor Coordination:** Liaise with third-party vendors for hardware, software, or service procurement, ensuring that contracts, SLAs, and deliverables are met.
 - **Product Evaluation:** Assess and evaluate vendor products, software solutions, or services based on performance, cost, and reliability.
 - **Issue Resolution:** Handle escalations and resolve issues between the organization and the vendor regarding product quality, service levels, or warranties.
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14) Team Collaboration

- **Project Collaboration:** Work with cross-functional teams to plan, execute, and support IT projects, ensuring smooth communication and coordination between team members.
 - **Task Delegation:** Distribute tasks effectively, aligning team strengths with project requirements and timelines, ensuring work is completed efficiently.
 - **Knowledge Sharing:** Foster an environment where team members share knowledge, solutions, and ideas to improve workflow and productivity.
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15) Effective Communication

- **Clarity and Conciseness:** Communicate technical concepts to non-technical audiences, using clear language and analogies. Ensure stakeholders understand project goals, timelines, and potential issues.
 - **Documentation:** Create and maintain detailed technical documentation, such as guides, knowledge bases, and troubleshooting articles.
 - **Feedback:** Actively listen to feedback from customers or team members and communicate resolutions or next steps effectively.
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16) Strategic Planning

- **Technology Roadmap:** Develop long-term IT strategies that align with business goals, focusing on scalability, security, and cost-efficiency.
 - **Resource Allocation:** Ensure IT resources, including personnel, hardware, and software, are allocated efficiently to meet business objectives.
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17) Teamwork and Collaboration

- **Synergy:** Collaborate effectively with colleagues, combining expertise and knowledge to tackle complex technical issues.
 - **Problem-Solving:** Work as a team to brainstorm solutions to critical problems, leveraging diverse perspectives to arrive at the best solution.
 - **Support:** Offer assistance and mentorship to team members, fostering a supportive environment that encourages growth and collective success.
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18) Hardware Troubleshooting

- **Diagnosis:** Identify and resolve issues related to desktop and laptop hardware, including motherboard, CPU, RAM, hard drives, peripherals, and displays.
 - **Replacement & Repair:** Replace faulty components like hard drives, memory modules, or graphic cards. Repair or replace
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LANGUAGES:-

- Marathi
 - Hindi
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EDUCATION

- BCA (Pursing)
 - HSC
 - SSC
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