

Dipali Jadhav

Contact : 8261017238 Email :dipalijadhav3111@gmail.com Location : Pune

PROFILE

Dedicated Desktop Support Engineer with 1 years of experience. Skilled in managing Windows systems, installing and updating software, and providing remote support. Experienced in leading a team, maintaining antivirus programs, and solving hardware and software problems. Strong communicator with a proven ability to work with vendors and keep systems running smoothly.

TECHNICAL SKILLS:

- Operating Systems: Windows 10 Pro, macOS,
- Software: Microsoft Office Suite, Outlook, Remote Desktop Tools
- Networking: TCP/IP, DNS, DHCP, VPN, Wi-Fi Configuration, Network Troubleshooting
- Directory Services: Active Directory (User Management)
- Hardware: Desktop/Laptop Setup, Printer Configuration, Hardware Upgrades
- Security: Antivirus Management, Data Backup & Recovery
- Troubleshooting: Hardware, Software, Network Connectivity Issues

PROFESSIONAL EXPERIENCE

Desktop Support Engineer, Aarna Technologies Pvt. Ltd.

June 2024 - Present

- Install, configure, and maintain operating systems (Windows, macOS) and software applications.
- Troubleshoot and resolve hardware, software, and network issues for desktops, laptops, and peripherals.
- Provide remote and on-site technical support, including email, printer, and network troubleshooting.
- Manage user accounts in Active Directory, including password resets and access control.
- Perform system upgrades, patch management, and antivirus installation, updates, and troubleshooting.
- Configure desktops, set up network printers, and handle printer-related issues.
- Assist with network troubleshooting (DNS, DHCP, TCP/IP) and resolve connectivity issues.
- Perform data backup, recovery, and system security tasks.
- Collaborate with vendors for hardware replacements and complex issue resolutions.
- Document and track issues using a ticketing system for timely resolution.
- Configure desktops, install systems, and perform hardware assembly.
- Manage MS Office, Outlook, and basic hardware troubleshooting

Education:

Bachelor degree

B.Sc. passed | Vivekanand college , Chh. Sambhajinagar | BAMU University of Chh. Sambhajinagar .
Year – 2023

M.Sc. passed | Vivekanand college , Chh. Sambhajinagar | BAMU University of Chh. Sambhajinagar.
Year - 2025