**Curriculum Vitae**

Dinesh Sanjay Mahindrakar

Contact: 91-7757866682

Address: Ap-Kothrude Depo Pune

Near Ganesh Temple, Pune

Pune -: 411038

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**Profile Summary:**

**Academic Education: -**

* B.E Engineering, Sivaji University, Kolhapur, in 2019.
* 12th From Shivaji University, Kolhapur, Board in 2015.
* 10th From Shivaji University, Kolhapur. Board in 2013.

**Organizational Experience**

**Client (TCS) Payroll of SoftNet Microsystems Pvt Ltd)**

**From : 05th jan 2022 to 29th February 2024**

**Designation : IT Helpdesk/Remote Support/Desktop Support.**

**Role and Responsibilities: -**

* Installation, configuration and troubleshooting mailing client’s application, MS Outlook, Office 365.
* Working on P1& P2& P3 Issue and connected the SPOC Person on Bridge (P1&P2 as well as Escalated issue).
* Respond to requests for technical assistance by phone, email, chat or using the Service Desk management system.
* Energetically follow-up on open incidents and problems and provide status updates and feedback to end users while problems are being investigated
* Provide SOP based first level resolutions
* Ticket creation / Categorization / Prioritization
* Ability to identify and organize tickets according to priority and forward tickets to Field Engineers (L2)
* Incident resolution and Ticket closure
* Worked with VIP User support on Priority basis.
* Installation and troubleshooting of anti-virus, like Symantec, MacAfee.
* Troubleshooting of Desktop, Domain, and Internet related issue.
* Worked on Service Now to Manage, Service request, Change base management, Incident related issue on priority basis.
* Support to End user via MS team or Skype, Zoom, technical related issue like (internet or intranet application issue)
* Manage Windows computer as well as Mac Computer like Windows Backup and Restore, installation and update Mac OS.
* Responsible for planning, testing, configuration and setup of Microsoft Technology.
* Responsible for the IT infrastructure taking care of creation, modification, deletion, providing access and resetting of user’s password in Active Directory.
* Responsible for manage and troubleshoot media applications.
* Served as Senior Technician in charge of desktop deployment execution.
* LAN &amp; WAN Administration: installation and configuration of printers’ hardware/software.
* Proficient in handling systems issue and customer expectations with excellent serviceresolution.
* Responsible for providing data backup to user in case system crashed.
* Opens, logs, prioritizes, assigns, and closes calls logged in the IT SD
* Asks the Customer End User for all relevant information concerning the call made or issue reported by the Customer End User
* Attempts to resolve the defined inquiries while on the telephone, to meet the agreed upon Service Level for First Call Resolution
* Routes the enquiries to Resolver Groups as appropriate
* Re-routes misdirected calls
* Escalates tickets which have not been resolved by SD, in accordance with Customer escalation procedures
* Provides status and updates on tickets to authorized users
* Reopens Ticket / Creates new ticket to follow up if the user indicates that the inquiry was not resolved to their satisfaction
* Makes recommendations for updates to the KB database
* Adherence to policies and procedures, closure of open calls after resolution.
* Password resets / unlocks through Active Directory console.
* L1 & L2 related issues of AWS (Like EC2 Instance creation, IAM Roles).
* Managing Azure Vms and Azure infra support for L1 Level like (VM Creation part, Azure AD related issues).
* Desktop Domain related issue.
* Working on Alert of server.
* P1& P2 Bridge calls or notification.
* Internet & Intranet related issue.
* Application support
* Network/VPN connectivity
* End user hardware support
* Desktop software support
* Software Installs
* Telecommunication issues
* Status calls
* Client support
* Work at Home / Remote support
* Incident support
* Outage Information
* Proprietary application support
* New project support
* Local and Network printer support

Personal Details

* Name : - Dinesh Sanjay Mahindrakar
* D.O. B : - 28/01/1995
* Marital status : - Unmarried
* Language Know : - English, Hindi
* Nationality : - Indian

Date -: Signature-: Dinesh Mahindrakar