

Ganesh Pradip Jadhav

System Engineer

Contact Information

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🌐 Location: Pune, Maharashtra

Summary:

I am a Technical Support Engineer with 2 years of experience in the IT industry. My primary expertise includes providing technical support to users, analyzing, and troubleshooting technical system issues, and monitoring network performance. I am knowledgeable in software, hardware, system installation, and system maintenance. I have excellent communication and problem-solving skills and a passion for helping people.

Seeking a challenging role in a dynamic organization where I can utilize my technical expertise to assist customers and contribute to the success of the team.

Key Skills:

- Operating Systems: Windows, macOS, Linux, Installation and Configuration of OS Windows, Win Server, Linux. Software: Microsoft Office365/MS Excel/Power Point/Outlook/Ticketing Tool, Salesforce, Zendesk, Jira, Configuration: Printer and Disk Sharing, File Encryption Excellent.
- Services, Virtual Box VMware Workstation, User Accounts Backup/Restoration and Disk Management Remote Desktop.
- Hardware: Troubleshooting and Maintenance of Hardware Devices and Software.
- Networking: TCP/IP, DNS, DHCP, VPN, and Network Backup: Configuration of Routers and Switches with IPv4 and IPv6. Routing Protocols (RIP, OSPF, and EIGRP Remote Access using Telnet or SSH VLAN Configuration and VTP Trunking STP. Static routing and dynamic routing.

Professional Experience:

Company- VDA Infosolutions pvt ltd.

Client- Cognizant | System Engineer | Jan 2023 – Jan 2025

- Delivered technical support for a user base of 10,000 employees, including troubleshooting hardware, software, and network issues.
- Handling the ServiceNow ticketing tool. SLA management. Configured and maintained company hardware, software, and network infrastructure, ensuring optimal performance and

security. Implemented a ticketing system (ServiceNow) to streamline support requests, reducing resolution time by 25%.

- Desktop hardware and software troubleshooting.
- Troubleshooting network-related problems. TCP/IP configuration, Internet maintenance, crimping, cabling, patching, and LAN troubleshooting.
- Handling, managing, and troubleshooting problems like filesystem/booting/BSOD mode. • Handling virus issues and updating antivirus software issues. Provided technical support to users via phone and email.
- VLAN automation portal, Cisco Identity Services Engine (ISE) - Cisco.
- Software installation, configuration, and maintenance
- Network performance monitoring and troubleshooting.
- Excellent customer service and communication skills
- Good problem-solving and critical thinking.
- Providing technical support to different other support teams dependent on activities.
- Providing support and issue handling in RTO management for different Projects.
- Worked in different OS testing activities.
- Video conferencing call setup for different project meeting & troubleshoot related issue.
- Providing technical support to Abroad client at corporate floor in an organization.

Education:

- I am currently pursuing a BCA from Tilak Maharashtra Vidyapeeth, Pune.
- Diploma In Mechanical Engineer (2015-2016)

Projects:

- Implemented a knowledge base system to improve self-service support for customers.
- Created technical documentation for common troubleshooting scenarios

Declaration:

I consent to the processing of my personal data for the purpose of recruitment for the position to which I am applying.

Place:

Date:

Signature.
(Ganesh Pradip Jadhav)

