

Anup Deval

Kothrud Pune 411038
+91- 9307001494
anupdeval.official@gmail.com



WORK EXPERIENCE

Associate
Dev It serv Pvt Ltd. 03/2023 present

- Worked on Yes bank project where handled request from multiple user and patiently walked individuals through basic troubleshooting tasks.
- Configured hardware, devices and software to set up work stations for employees. Patched software and installed new versions to eliminate security problems and protect data.
- Successfully resolved over 95% of customer technical issues within the first contact, exceeding the company's target of 90% and improving customer satisfaction by 15%.
- Developed and implemented a comprehensive knowledge base system, resulting in a 30% reduction in average resolution time and increased efficiency in troubleshooting.
- Played a key role in the successful migration of a printer infrastructure to a uniflow-based environment, resulting in a 50% reduction in paper wastage costs and improved security and stability.

Technical Support Engineer.
Sysnet Global Technology Pvt Ltd. 01/2022 - 03/2023 Pune

- Responded to support requests from end users and provided resolution for the issues.
- Researched and analyzed client's issues, and maintained various PC hardware and software.
- Analyzed issues to identify troubleshooting methods needed for quick remediation.
- Installed operating systems, configured systems, and worked on the development and implementation of new processes and procedures to increase the quality and efficiency of customer service as much as possible.

Desktop Support Engineer
CMS It Services 10/2021 - 01/2022, Pune

- Provide It services to the other companies, which includes computer hardware, software and networking level.
- Configured and installed computer systems for other organizations.
- Troubleshot potential problems and eliminated before issues escalated or cascaded.
- Installed new or upgraded hardware and software and coordinated installation and follow-up with user to achieve customer satisfaction.

PROFESSIONAL SUMMARY

Technical Support Engineer specializing in Software and Hardware Troubleshooting. Experienced with Most of Operating Systems and Networks in troubleshooting and support. Strong background in Technical Operations and customer relations.

SKILLS & PROFICIENCIES

- Identifying hardware and software solutions
- Troubleshooting technical issues
- Diagnosing and repairing faults
- Resolving network issues
- Installing and configuring hardware and software
- Speaking to customers to quickly get to the root of their issues.

EDUCATIONAL BACKGROUND

Bachelor of Computer Application
Vasantdada Patil Institute of Management
Study And Research
03/2020, Miraj

Higher Secondary School Certificate
Miraj Mahavidyalaya Miraj
02/2016, Miraj

Secondary School Certificate
Vidyamandir Prashala
03/2013, Miraj