

Sachin K Mungurdekar

Present Address: Sr No- 259/4/1 Kalwad Wasti: Lohagaon Road, TQ. Haveli. Pincode 411032.
(Pune)

Contact: +91 9130921271.

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Date of Birth: 07.06.1992

4 years 8 Months' experience in IT industry with diverse technical skills. Personal attributes include a problem-solving approach, self-imposed quality concerns, measuring against best practices and benchmarks, a never-say-die attitude and a fast-learning orientation. These qualities and an attitude of excellence have enabled me to take care of deliverables efficiently and single handedly.

Work Experience

- ◆ **Empire Industrial Equipment (A Div. of Empire Industries Ltd. Mumbai)**

Joined Empire Industrial Equipment in Feb 2016 till April 2019 as a **Desktop admin**.

Empire Industrial Equipment is an engineering company which deals in importing Capital equipments and executing projects in refineries, steel and fertilizer sector.

- ◆ **Catalyst Solutions Pvt. Ltd Pimpri Pune.**
- ◆ **(Working for Neuman & Esser Group, Bhosari Pune.)**

Joined Catalyst Solutions in May 2019 as an **IT Support Executive**.

Designation: - IT Desktop Admin.

Job Profile: -

- ◆ ERP software installation on user's desktop.
- ◆ User creation and right assignment in ERP software.
- ◆ Outlook Configuration and troubleshooting.
- ◆ Maintain software license.
- ◆ Format and installation of OS as per company policy.
- ◆ User creation in Domain.
- ◆ Share drive permission assignment.
- ◆ Configuring Microsoft office 365 giving rights to mailbox, adding user in admin, create groups, email forwarding, disabling features.
- ◆ Mail ID creation in office 365.
- ◆ Mail forwarding and password reset in office 365.
- ◆ Deal with vendors for day to day IT requirement.
- ◆ Call log with service provider for Internet and telephone.
- ◆ Printer installation and adding users mail in printer directory.
- ◆ URL filtering for remote user through Quick Heal.
- ◆ Block Specified websites thorough restrict access.
- ◆ Maintaining Polycom video conferencing.
- ◆ Facilitating multiparty video conference through skype for business.
- ◆ VPN client installation and trouble shooting.
- ◆ Updating EPBX 100 lines of telephone, Speed dial, Intercom, Fax line.

Designation: - IT Support Executive.**Job Profile: -**

- ◆ Desktop/Laptop support through remote and physical.
- ◆ Printer /Scanner /Fax Support through remote, Phone & Physical.
- ◆ Backup System support and deploying new Equipment.
- ◆ Os Support: - Windows Server 2008, Windows server 2003, Windows 10, Windows 8, Windows 7, Windows XP.
- ◆ Software Support: - Installations, Uninstallations, Upgradations Software Like MS-Office 10/13, VPN.
- ◆ Backup Support: - OS Backup, User Profile Create, Profile Migrate, Profile Backup & Modify user Profile in Windows.
- ◆ Knowledge of multiple desktop program, Configuration and Debugging Techniques.
- ◆ Experience Providing superior customer Services and Support.
- ◆ Strong Interpersonal and Organization Skills, Successful in working both independently and in a team environment.
- ◆ Strong Problem-solving Skills.
- ◆ Using ticketing to resolve problem of user.
- ◆ Giving rights to user as per company in Domain Policy.
- ◆ Coordination with Germany Peoples about Support.
- ◆ Maintain Asset list of computers of Company.
- ◆ Installation of Seqrite Antivirus and Create policy as per Company Profile.
- ◆ Block Specified websites thorough restrict access in Seqrite Portal.

Key achievements: -

- ◆ IP series change activity.
- ◆ EIE Mail migration Microsoft office 365 from Ice warp.
- ◆ Domain and VPN implementation.
- ◆ Quick Heal Migration from 6.0 to 7.0.

Education / Certifications / Trainings Attended

- ◆ Microsoft Certified System Engineer (MCSE) from Ipsolution Mumbai.
- ◆ Advanced Diploma in Computer Hardware and Networking.
- ◆ HSC Maharashtra Board (Kolhapur) in March 2009.
- ◆ SSC Maharashtra Board (Kolhapur) in March 2007.

Personal Details

- ◆ **Name** : Sachin Krishna Mungurdekar
- ◆ **Date of Birth** : 07.06.1992
- ◆ **Nationality** : Indian
- ◆ **Marital Status** : Unmarried
- ◆ **Languages Known** : English, Marathi and Hindi.
- ◆ **Hobbies** : Listening music, playing cricket.
- ◆ **Permanent Address** : At-/Post-Halkarni.
Tal: - Chandgad,
Dist.: - Kolhapur, 416552.
- ◆ **E-Mail** : mungurdekarsachin@gmail.com
- ◆ **Cell no.** : +91-9130921271.

I hereby declare that the above information and particulars are true and correct to the best of my knowledge.

Thanking You,

Yours Faithfull
Sachin K. Mungurdekar