



## Ashutosh Gujarwad

### Technical Support Engineer

Brose India Automotive System  
Pvt Ltd Hinjewadi, Pune

### Contact Details:

Flat no B-25, Bhairawnath

○ Apt, near Windsor Society  
Baner, 411045

☎ +91 – 8830309520

✉ [Ashutosh9860@gmail.com](mailto:Ashutosh9860@gmail.com)

✍ English, Hindi, Marathi

☑ Passport no:

<https://www.linkedin.com/in/ashutoshgujarwad575887bb>

---

---

## Professional Summary:

---

---

Responsible for entire IT infrastructure of corporate headquarters and remote offices. Provide leadership and direction for administrators. Hands-on and technical Support for all IT-related issues. Performed diagnostics, troubleshooting of system issues, updated help desk tickets resolved, and maintained equipment inventory spreadsheets, Logs & documents.

---

---

## Professional Experience:

---

---

**Brose India Automotive Systems Pvt. Ltd. Pune**  
**(14 Sept 2019 to present)**

**Designation: IT Support Engineer:**

**Job profile:**

- Support local and remote users with Windows systems & Shop floor Workstations related issues. Backup and Recovery of data on Industrial PC, Workstations, Siemens IPC, Quality, Test lab IPC
  - Handling all Hardware calls, Installed Win XP, Windows 7, Windows 10, and Operating Systems. Active directory, Group policy, DHCP, DNS Configuration, Installing and troubleshooting.
  - Configuring Mail Clients Like Microsoft Outlook & Outlook Express, Windows 365.
  - Providing Apple, I-Phone Solution & Solving the problems.
  - Support on: DSM Software Shop (Software), Open Scape-Unify (Softphone), IET-Tool & ITSM (IT Ticketing tool), Fast viewer (Web conference), MATS (Data Transfer), Brose IT-Cockpit (IT-Solutions)
- 
- 

**VDA Info Solutions Pvt. Ltd. Pune (16th April 2018 to Sept 2019)**

**Client: Brose India Automotive Systems Pvt. Ltd. Pune**

**Designation: Technical Support Engineer**

**Job profile:**

- Managed servers, workstations, computers, laptops, printers, routers, switches and network applications, System health checks.
  - Diagnosed and resolved all technical issues related to hardware and software. Supported all LAN, WAN and other networking systems.
  - Ensure back up & disaster recovery on production shop floor systems. Ensured security and integrity of network. Windows security updates and OS Patch Management.
  - Taking care of backup, off-site tape storage, inventory-asset management
  - Providing a high level of satisfactory customer support at all times
  - Foundation in ITIL framework with demonstrated skills in incident & problem management & audits
- 
-

### Additional Knowledge:

Acronis Backup tool  
DSM Patch Installer  
Wimera Software Shop  
Windows & Linux OS  
Packet tracer & Putty  
AWS EC2 Instances  
AWS Load Balancer  
AWS Auto scaling policy

### Additional Skills:

Customer Service  
Problem Solving  
Strong work ethics  
Time management  
Self-motivation  
Work life balance.

### Hobbies:

Photography  
Travelling Places  
Camping & Tenting

### Job profile:

- Provided desk-side support for laptop and desktop computers
- Installed, upgraded, supported and troubleshot Windows Operating Systems and Microsoft Office suite, and other applications as assigned
- Resolved hardware and software problems and provided network troubleshooting, technical support and training to end-users, as well as administered network security.
- Maintained queue of an average of 5-20 tickets per day, resolved tier 1-2 support issues.
- Troubleshot and resolved hardware and software issues on Dell and HP laptops and desktops.

### Trainings & Courses:

- AWS Certified Solution Architect (AWS - 2020)
- ITIL 4 Foundation Training & Course (ITIL 4 - 2019)
- Cisco Certified Network Associate (CCNA - 2018)
- Microsoft certified system engineer (MCSA - 2018)

### Educational Details:

| Course             | School/College                        | Percentage |
|--------------------|---------------------------------------|------------|
| MBA                | JSPM Technical Campus, Pune           | Perusing   |
| Engineering (2016) | Sinhgad Academy Of Engineering, Pune  | 61.20      |
| Diploma (2013)     | Gramin Polytechnic Vishnupuri, Nanded | 72.74      |
| H.S.C (2010)       | Yeshwant Vidyalaya Nanded             | 50.02      |
| S.S.C (2008)       | Yeshwant Vidyalaya Ahemadpur          | 82.46      |

### DECLARATIONS:

I hereby declare that the above particular is true to the best of my knowledge.

Place:  
Date:

Signature  
Ashutosh Gujarwad



Thank you