**KALPESH PARDESHI**

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MUMBAI. INDIA



#  SUMMARY

7 years of experience as a IT Support, IT Support Technician, Sr. Site Engineer, Customer Service Associate, Computer Hardware & Network Engineer. To excel my area of activity by taking up challenging assignment at the workplace, one skills by maintaining a learning attitude and contribute to the growth of organization to use my skills, Experience and knowledge and acquired over time.

#  WORKEXPERIENCE

*May 2018 -*

*Sept 2019*

*Oct 2017 -*

*April2018*

*June 2011-*

*June 2013*

*Jan 2008 -*

*Mar 2011*

 **Slash Web Enterprises. Nashik**

 Tech Support

Installation and Configuration of different OS like RHEL6 & 7.5, Centos 6, 7, Ubuntu.

Solve user problem using remote tool Remote desktop and VNC.Installation of Software Packages using RPM, DEB and YUM.Handling experience in system administrator support on Redhat Linux And centos.LVM Management.Installation of Passbook printer, Dot-matrix, Laser jet &amp; Scanner.

**Supreme Palatial Developers LLP-Pune**

IT Support Technician

Provide end-user technical support. Conduct troubleshooting Hardware and Software. Respond to telephone, email, instant messenger enquiries from internal users on technical support, troubleshooting and resolution. Hands-on role including installation Windows Packs, PC, laptop, Notebook, Printers, Network, Broadband, Router, Wiﬁ, Applications, Windows Servers etc. Led Classroom instructions in basic computer keyboard, Internet usage, Computer aided drafting fundamental and Students Computer problem solving.

**iGATE Infrastructure Management Services Limited -Mumbai**

Desktop Support Engineer

Deputed through Castrol Company Ltd, Mumbai. RnD to make work easy for users. Install and maintain Hardware, Windows XP Packs 3/7/8.1 License Copy, Red Hat Linux, HandexperiencedonIBM,DEL,HPDesktop,LaptopandServer.HandexperiencedonMS Oﬃce7&10,Mozila2.0,MSAccess,TeraSoftwareandVNC.EndUserSupportatother location visa remote Via VNC. Monitoring Symenatec Antivirus in Domain. TCP/IP, WIFI, BSNLBroadband,VideoConference,DHCP,DNS,AD,CrystalReport,BackupStorageBankChakra,GroupsPolicyofUsers,Daily&Monthly checklist report. Provide IT stage support for more various resports program.

**PC Doctor Pvt Ltd - Malegoan**

Computer Hardware & Networking

Installing and Conﬁguring Windows XP Packs 98/2000/3/7 & Windows Servers, Applications, Local & Network Printers, Modems, Wiﬁ, Mobile devices, Antivirus, CCTV, LAN,WAN,NewHardware,Routers,Switches,Projector,NetworkDesignsetc.Conﬁgure MS outlook and Backup outlook express. Networks and Systems Administrators.

Diagnose Hardware and Software problems, and replace defective components. Recommend changes to improve systems and network conﬁgurations, and determine Hardware or Software requirements related to such changes. Setting up user accounts.

#  KEYSKILLS

Installing Microsoft Windows XP Packs, Implement and conducting Administration of resources, Implement, Managing,MonitoringandTroubleshootingHardwareDevicesandDrivers,MonitoringandoptimizingSystem Performance and Reliability, Conﬁguring and troubleshooting the Desktop Environment, Implementing, Managing and troubleshooting Network Protocol and Services, Conﬁguration, Managing Security, Network FundamentalHubs,Switches,Router,OSI,TCP/IP,ITHardwareSupport,TechnicalSupport,Desktop Support, System and NetworkAdministration,UserManagement,ServersAdministration,Redhat and CentOS, Microsoft SQLServer,LAN/WAN/SAN,Oﬃce365,FullMicrosoftOﬃceSupport,PrintServer,IPCCTV,AdobePackage, Photoshop CS, Linux File System Troubleshooting,

#  ITPLATFORM

WindowsXPPacks2/3/7/8.1/10,MACOS,RedHatLinux,MS-DOS,MicrosoftServer2003,2008,2012,2016, WebServer,FTPServer,PrintServer,Redhat 7 & 7.5 ,CentOS 7

#  QUALIFICATIONS

**University of Pune**

B.Com(Bachelor of Commerce)

**Nettech Network Technology**

Diploma in Computer Hardware & Networking

**Nasik Board**

H.S.C(HigherSecondaryCertiﬁcate)

**Nasik Board**

S.S.C(SecondarySchoolCertiﬁcate)

#  CERTIFICATION

Microsoft Certiﬁed Professional. MCP 070-270 Redhat Corse Completed070-290

Computer Hardware Maintenance. A+

Maharashtra State Certiﬁcate in Information Technology. MS-CIT

#  LANGUAGE

English, Hindi,

#  PERSONALDETAILS

Date of Birth : 19/08/1987 Nationality : INDIAN Passport No : T6166115