

VIKRANT VIJAY KUSHARE

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OBJECTIVE

In quest of a challenging position in the organization, this would give me the opportunity to utilize my academic knowledge and technical skills for development of professional goals & organizational objectives.

PREVIOUS EMPLOYER**Professional Experience:**

I.T. Administrator.

V K Pump Industries Pvt. Ltd. (ISO 9001 – 2008). Nasik Jan. 2015 to Oct. 2015.

PREVIOUS EMPLOYER

Technical Helpdesk Engineer

IMPACT INFOTECH LTD

CLIENT- MAHINDRA & MAHINDRA LTD. Nasik (Nov 2015 – Jan 2018)

Current Employer

Technical Support Engineer (L2)

TRIARQ HEALTH PVT. LTD. Nasik (Jan 2018 – Till date)

RESPONSIBILITIES

- Helping US team in creations, configurations, installations, upgradations, migrations, and verifications of environments, products, and services.
- Support the US team to troubleshoot and resolve the issues reported by end users, partners, and practices.
- Support the Delivery team to reproduce, troubleshoot and recertify those issues.
- Understand and exchange information between the delivery team and the US team
- Prepare the release notes based on the deliverables and feature sets as per product releases.
- Validate and verify the deliverables as per requirements.
- Participate the KT between developer team, testing team and technical writing team on daily basis towards what was developed.
- Upload, download and verify the deliverables to the FTP site for US team
- Prepare, modify the knowledge base including FAQ as per progress of the product releases.
- Working on all and existing interfaces.
- Team Managing.
- Answered all open emails from US and clients.
- Support case follow-ups.
- Investigation of Application related Incidents.
- Direct Calling to Clients and Practice Managers
- SQL server Maintenance.

- Provide tier 2 technical support for non-production and production issues including production troubleshooting, query tuning.
- Identifying issues with the database and resolving them.
- Product deployment and Training to clients.
- Maintaining database backups and Jobs

ACADEMIC CREDENTIALS

- 2011 Diploma in Information Technology From Maharashtra State Board of Technical Education Mumbai with 57% (Second Class).
- 2006 S.S.C. From Maharashtra State Board of Secondary & Higher Secondary Education Pune with 66%.

PROFESSIONAL CERTIFICATION

- 1. Diploma in Networking Engineering (DNE) - (University of Pune).
- A. Certificate Course in Personal Computer Maintenance -Grade (B+).
- B. Certificate Course in Network Maintenance - Grade (A).
- 2. Certificate Course in Network Administration (N+, MCSA).

TECHNICAL SKILLS

- Operating System : Windows-XP, Window 7, Windows 10.
- Server OS : Windows 2008, Windows 2012.
- Programming Languages : C, C++.
- Web Technologies : HTML

ACADEMIC ACHEIVEMENT, AWARDS & SEMINARS

- Attended the Three days' workshop on Microcontroller Based Intelligent Robotics organized by Alligator Automations, Pune.

PERSONAL VITAE

Name : Vikrant Vijay Kushare
Date of Birth : 02-07-1991
Permanent Address : 3 Apurva Row houses, Nr. Suryawanshi Health Zone, Shivsamarth Nagar,
Near, Peth Road, Panchavati, Nashik.
Languages known : English, Hindi, Marathi
Email id : vikrantkushare2791@gmail.com
Mobile number : 9922366943 / 8275267628

Technical Skills and Strength

- Ability to work independently on a variety of projects.
 - Ability to maintain and develop good relationship.
 - Hands on working experience in a Hardware and networking/technology environment with Hardware and Networking certifications.
 - Ability to work in a fast-paced, dynamic environment.
 - Ability to work under pressure.
 - Target oriented.
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DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned.

Place:

Yours Sincerely,

Date:

Vikrant V. Kushare