SHREYAS PRADIP SHETE

Katraj Pune, Maharashtra - 411042

76shreyas@gmail.com

9922769776, 7020858535

Seeking a challenging position, which will permit me to use and enhance my skills in a progressive and dynamic organization with an experience of 6 months as a technical support engineer

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ACADEMIC DETAILS:

MBA (IT), AISSMS Institute Of Management

Savitribai Phule Pune University

(formerly The University of Pune),

2019 6.500 CGPA

B.Sc (CS), Anantrao Thopte College

Pune University,

2017 63.36%

XII, Raja Raghunathrao College

MAHARASHTRA STATE BOARD,

2014 61.08%

X, Raja Raghunathrao Vidyalaya

MAHARASHTRA STATE BOARD,

2012 76.36%

PROFESSIONAL EXPERIENCE:

8 Month experience as a Technical Support Engineer in Visionindia Software Exports Ltd. (15th July 2019 to Till Date)

Responsibilities:

- Proficient in handling escalated calls and providing 1st & 2nd Level Technical Support to end-users.
- Microsoft Outlook, Outlook Express configuration, backup, troubleshooting.
- Maintenance of computer hardware systems and system assembly.
- Maintain the assets of pc's and laptops.
- Installation & Configuration of Network printers and its basic level of troubleshooting.
- Manage all the inventory of PCs.
- Configuring & Managing DNS, DHCP & Active Directory.
- Creation and management of Domain and user accounts as well as assign access rights and permission to use internet facility.
- Managing & Monitoring Network & Coordinate with Vendor.
- Monitoring & insuring a recommended temperature for Server Storage Room.
- Installation of Antivirus, Patches & Updates from Backend side & frontend both.

- Experience in installation of Windows, configuration, Technical troubleshooting, support of server Hardware, operating systems, Microsoft application software and peripherals, Linux, Ubuntu, Windows 7 & Windows 10.

TECHNICAL SKILLS:

- **Operating System:** Window XP, Vista, Win 7, Linux Ubuntu,Redhat Linux
- **Hardware Skills:** PC assembling, Formatting, Partition, drivers Installation, windows 7,windows 10.
- **Window 2012 Administration:** Installation Windows 2012 Server, Active Directory Installation, Implementing DNS Server, creating Windows 2012 domain.
- **Networking Services:** DHCP, creating domain control.
- **Others:** Assembling & Troubleshooting of PC's, Windows Update & antivirus, Installation & Troubleshooting of operating system's (Win XP & Win 2012server), Configuring MS Outlook and its troubleshooting, Configuration & management of DNS, DHCP & Active Directory Installation.

CERTIFICATES:

- ✓ **Microsoft Certified System Administrator**
- ✓ **Cisco Certified Network Associate**
- ✓ **Red hat Linux**
- ✓ **Java Programming**

EXTRACURRICULAR ACTIVITIES:

- Participated in the two days "JAVA" workshop at IIT Delhi.
- Participated in the four days workshop on Cyber Security" at Anantrao Thopate College Bhor.

HOBBIES:

- o Playing Cricket,Badminton.
- o Web Surfing,Programming

DECLARATION:

I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Date:
Place: Shreyas Pradip Shete