**Mr. Samadhan Mahale Phone No.:** 08459865393 **E-Mail:** samadhanpmahale1999@gmail.com

**Profile Snapshot:**

* Expertise in Computer Hardware, Networking, Cisco Networking, Microsoft certified Solutions Associate & Microsoft Certified Solutions Expert, Cloud Computing – AWS Solution Architect, Identity and access management,
* Well, Trained on Computer Hardware, Network+, MCSA, MCSE, CCNA, AWS, IAM, ITIL
* Knowledge of Microsoft server and networking communications equipment, Router, Switches, protocol’s
* Excellent teamwork skills with a strong sense of responsibility, accountability, reliability, and commitment.
* Strong technical knowledge of Windows Desktops Laptops and the ability to resolve problems.
* Strong interpersonal skills, as well as excellent written and verbal communication skills.

**Organizational Experience:**

**Infosys Limited Pune (Payroll I-Source Infosystems Pvt ltd)** As a System Engineer (L1 Remote Technical support Engineer) Aug 2021 to till date.

**Key Result Area –**

* Provide both onsite remote support and voice support
* Troubleshooting Windows, Outlook, Teams, Citrix. VDI, VPN. Security App etc. over Remote Support
* Day to day troubleshooting for Incidents & Problems reported by users and timely update in the ticket logging tool.
* Installation/re-installation/configuration / Troubleshooting of software/applications.
* Active directory use to create, delete, unlock & password reset.
* Provide support to MS Office 365 and Outlook.
* Excellent communication skills.
* Ability to Empathize, pacify and handle Irate Customers with Exceptional communication skills.
* Technical Knowledge in Troubleshooting Base Operating system Issues and eager to learn New Technologies.
* Answer incoming calls and respond to customer’s emails in timely manner.
* Manage and resolve customer complaints.
* Identify and escalate issues to supervisors as and when needed.
* Research, identify, and resolve customer complaints using applicable software.
* Document all call information according to standard operating procedures.
* Recognize, document, and alert the management team of trends in customer calls.
* Create SOPs for new Issues and resolution given.
* Complete call logs and reports.

**Admins Computers and Network Solutions as** a Desktop Support Engineer. From April – 2020 to 2nd July 2021.

* Installation, configuration, maintenance and troubleshooting of existing workstation environments including imaging and complete system setups.
* Remote support and voice support
* Provide support to MS Office 365 and Outlook.
* Ensure all system drivers and software’s properly installed are not
* Configure desktop and laptop computers for new users
* Delegates and handles ticket to make sure they are properly routed, worked, and documented.
* Ensure all system antivirus is up to date.
* Ensure that various computer systems, Printers and VC device are operating correctly.
* Arrange standby laptop/ charger to user if laptop having hardware problem.
* Help the Network, Video conference and Network security team for their activity.

**Academic Details:**

2019-20 Diploma in Computer Hardware & Networking.

2020 Bachelor of Science. (BSc. 61.44%) From Dr. Babasaheb Ambedkar Marathwada University Aurangabad, Maharashtra.

2017 Maharashtra State Board of Secondary & Higher Secondary Education. (HSC. 69.69%)

2015 Maharashtra State Board of Secondary & Higher Secondary Education. (SSC. 80.80%)

**Key Skills:**

DHCP OSI Model Active Directory Domain Services

DNS CCNA Installing MS Servers

Routing Server Configuration Hyper-V

Could Computing Active Directory Network Load Balancing

Switching Troubleshooting WAN Technologies

IP Addressing LAN Switching NTFS Permission

AWS – EC2 office 365 ITIL

Amazon Virtual private cloud IAM

**Personal Details:**

**Date of Birth:** 10 - Aug - 1999

**Languages Known:** English, Hindi, and Marathi

**Address:**  At. Post. Babhultel, Tal, Vaijapur, Dist. Aurangabad, Pin - 431116

**Nationality:** Indian

**Marital Status:**  Unmarried

**Passport:**  No

**Samadhan Mahale**