**RESUME**

**Sharad Baburao Shelke**

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 **AN OBJECTIVE:**

Seeking a challenging full-time position in IT Infra Service field that allow me to improve, develop and constantly motivate myself and thereby contribute to the organization growth and profitability.

 **CURRENT ORGANISATION:**

 Company: **Osborn Lippert (India) Pvt.Ltd.**

 Designation : **IT Desktop Engineer.**

 Duration : 01th Feb 2020 to till date.

**RESPONSIBILITIES:**

* **Installing & Configuring of WINDOWS SERVER 2019, WINDOWS SERVER 2012, ADS, DHCP, DNS, Services and Responsible for full time Servers and Network access availability.**
* **Install and configure Software and hardware as well Adept in learning new protocols / tools / devices / New Technology.**
* Creating a new Users, User Groups, Security Groups, Computer Groups, Organizational Unit in AD and assigning access rights to them as per service request from concern department.
* Maintained and build an internal technical documentation manual, and IT policies and assisting with the development of new or changes inside the IT Department.
* Providing streamline IT support to All Dept’ like Design Dept, HR & Admin, Accounts, Store, Finance, Production and Security dept.
* Collect and maintaining IT Inventories and Responsible for tracking hardware and software inventory.
* Experience in security systems, including firewalls, intrusion detection systems, anti-virus software like, Sophos, Symantec AV, Office Scan, authentication systems, etc.
* Responsible Data backup, Working on different types data backup tools (Veeam, Acronis, NetWorker).
* Responsible for IT Departmental Audit and Compliances (Internal as well as External 3rd party Audits).
* Providing Application/Software Support which used by end users.
* Proactively ensure the highest levels of systems, Infrastructure and full time Network availability.
* Comprehensive understanding of networking concepts pertaining to LAN, WAN, MAN protocols, Networking Devices Administration and Maintenance.
* Coordination with Onsite/Senior IT team and Daily coordination with Vendors for timely resolutions.
* Strong written/verbal communications skills, ability to interface with end-users effectively, Strong IT customer service skills and user interaction.
* To act as the on-site contact for all IT related incidents logged in ServiceNow, delivering high quality support across all key applications, networks and desktops/laptops
* Providing L1 as well as L2 support to end users and remote location users.
* Install, configure, and maintain operating systems, application software and system management tools
* Windows Systems administration, troubleshooting, performance tuning, and monitoring.
* Work closely with the business requirements and to develop technical specifications & solutions.
* Maintain and support multi-site windows environment along with hardware and software.
* Knowledge about Ticket Logging Tools like Service Now, Manage Engine, Maximo.
* Installation & updates of all types of anti-virus application and updating patches.
* Manage Domain environment for two sites through remote support (Team Viewer, VNC)
* Provided the Remote support & Net meeting support using following software Team Viewer, VNC.

 **PREVIOUS ORGANISATION:**

 Company: **VDA Info solutions Pvt. Ltd.**

 Client  **: Endurance Technologies Ltd, Aurangabad.**

 Designation : **IT Customer Support Engineer.**

 Duration : 07th Aug 2017 to 15th April 2019.

 **RESPONSIBILITIES:**

* Handling and responsible for Scada system backup and taking ownership of plant Scada system.
* Hardware Installation, Maintenance & troubleshooting, Handling the network and hardware issues.
* Liaise with vendors and other IT personnel for problem resolution.
* Providing core Desktop/Laptop support to VIP users and end user.
* Configured and installed All Microsoft OS and Other Software's, MS outlook configuration, Outlook backup & restore and troubleshooting.
* Cabling, patching, and LAN troubleshooting and Responsible for LAN cables Tracking.
* Troubleshooted and resolved all brands of desktop, laptop and all types of Printer issues.
* Installation & Configuration of Network printers & Scanner and its basic level of troubleshooting.
* Installation of software's according to the user requirement with proper approvals from the respective managers and IT security team.
* Data Backup, Outlook Configuration, Troubleshooting in Wi-Fi & LAN Connectivity.
* Proficient in handling escalated calls and providing 1st & 2nd Level Technical Support to end-users.
* E-Mail Client Configuration & Support (Microsoft Outlook and Outlook express) Windows 7, 8 and 10 Client Operating Systems.

**PREVIOUS ORGANISATION:**

 Company: **HSB Infotech Pvt.Ltd.**

 Designation : **Desktop Support L-2.**

 Duration : 22th July 2015 to 05th Aug 2017.

**RESPONSIBILITIES:**

* Configure antivirus software to fully protect IT environment.
* Monitor the performance of the computer systems and address issues as they arise.
* Provide technical support for software reconfigurations to aid in function customization.
* Test software performance throughout the desktop network to ensure peak performance.
* Responding to client support requests.
* Responding in a timely manner to service issues and requests
* Contacting clients to find out the nature of the problem.
* Traveling to the client’s location or connecting via remote link.
* Troubleshooting hardware and software issues.
* Installing and upgrading operating systems and computer software.
* Troubleshooting networking and connection issues.
* Creating a new Users, User Groups, Computer Groups, Organizational Unit and assigning access rights.
* Handling the network and hardware issues and providing Desktop/Laptop support to end user.
* Configured and installed All Microsoft Related OS and Other Software's, MS outlook configuration, Outlook backup & restore and troubleshooting
* provide support, including procedural documentation and relevant reports
* work continuously on a task until completion (or referral to third parties, if appropriate)
* **EXTERNAL TRAININGS & ACHIVMENTS:**

 **Completed CCNA (Routing & Switching), MCSE (Window Server 2012) & Diploma in Computer Hardware and Networking (Duration 6 months) in 2014.**

**CLIENT SERVICING:**

* Managing customer service operations for rendering and achieving quality services.
* Resolving customer complaints, technical issues on time.
* Providing value added customer services by attending customer queries and issues.
* Providing L1 as well as L2 support to end users and remote location users.
* Proactively ensure the highest levels of systems, infrastructure and full time Network connectivity availability.

**TECHNICAL SKILLS:**

 **Good technical support background includes troubleshooting and repair of networks, hardware and software.**

* **Network Hardware  :** Routers, Switches, Firewall, Hub.
* **Networking :** LAN, MAN, WAN, TCP/IP, DHCP, DNS.
* **Microsoft Office Tools:** Word, Excel, PowerPoint, MS Outlook, Skype for business.
* **Operating Systems :** Windows Server 2019, 2012, Windows XP, 7, 8,8.1 and 10.

**ACADAMIC QUALIFICATION:**

* **M. Sc (Computer Science)** from MGM’s College, Aurangabad (Dr. B.A.M. University) in Year 2012-14 **with** **62.33 %( first class).**
* **B. Sc (Computer Science)** from Vivekananda College, Aurangabad. (Dr. B.A.M. University) in Year 2009-12 **with** **68.04% (first class).**
* **HSC** from Sarswati Bhuvan College, Talni, Sillod (Aurangabad Board) in Year 2009 **with 76.00% (first class with Distinction).**
* **SSC** from Swami Dyanand Vidyalay, Tidka, Aurangabad (Aurangabad Board) in Year 2007 **with 64.92% (first class).**

**PERSONAL SKILLS:**

* Quick and self-learning with positive attitude, and self-motivation.
* Excellent communication skills in written and verbal.
* Self Confidence & Hardworking.
* Team Player with a capability to work successfully with various personalities

**PERSONAL DETAILS:**

**Name** : Sharad Baburao Shelke.

**Gender** : Male.

**Date of Birth** : 1st October 1990.

**Marital Status** : Single.

**Linguistic Abilities** : English, Marathi and Hindi.

**Local Address** : N-11 Hudco, Aurangabad.

**Permanent Address** : At Post Tidka, TQ Soegaon, and Dist Aurangabad.

**DECLARATION:**

 I hereby declare that the information provided above is true to the best of my knowledge and belief.

 Date: 19th Dec 2020.

 Place: Aurangabad. **SHARAD SHELKE**