Anirudh.D.Thadeshwar

**MBA in I.T & H.R from IIBMS**

**Experience into Desktop Support**

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Education

M.B.A IN I.T & H.R (2014-15)

Indian Institute of Business Management Studies (IIBMS)

**Grade B.**(934/1500)

Advance Diploma in Information Technology (2013-14)

Indian Institute of Business Management Studies

**With 73%.**

H.S.C from Nirmala College, (Kandivali). (2010-11)

**With 53%.**

S.S.C from St Mary’s High School, (Dahisar). (2008-09)

**With 68%.**

Career Objective

Seeking a position to utilize my skills and abilities in the Information Technology Industry that offers professional growth while being resourceful, innovative and flexible.

Experience

June 26, 2013- June 30, 2016.

Started as a Desktop Support Assistant in June 2013.

Promoted to Desktop Support Administrator in January 2015.

**Desktop Support Administrator, APlus Enterprise.** Dahisar (E), Mumbai.

**Responsibilities:**

* Interact with numerous computer platforms in a multi-layered client server environment
* Diagnose and quickly resolve a wide range of Windows applications and networking problems to help minimize downtime
* Install, upgrade, support and troubleshoot XP, Windows 7 and Microsoft Office 2007, printers, computer hardware and any other authorized desktop applications or components.
* Perform general preventative maintenance tasks and remedial repairs on computers, laptops, printers and any other authorized peripheral equipment.
* Customize desktop hardware to meet user specifications and site standards
* Performs work in compliance within specified warranty requirements.
* Return defective equipments/parts to maintain inventory, document system repairs, maintain and restock assigned parts inventory to ensure proper spare parts levels.
* Responsible for monitoring, operating, managing, troubleshooting and restoring to service any terminal service client, personal computers (PC) or notebooks that has authorized access to the network.
* Escalate the issue/problem to proper tier 3 support team members.

Core Competencies

* Applying Expertise and Technology.
* Working technical knowledge of current protocols, operating systems and standards.
* Software and Hardware Troubleshooting.
* Analyzing, Learning & Researching.
* Delivering Results and Meeting Client Expectations.
* Achieving Personal Work Goals and Objectives.

Skills

* Excellent technical knowledge of desktop & laptop hardware.
* Ability to operate tools, components and peripheral accessories.
* Planning & Organizing.
* Good Communication Skills.
* Problem solving skills.
* Willingness to Learn.
* Team Player.

Languages

* English
* Hindi
* Gujarati

Personal Details

* Date of Birth : 18th August, 1992.
* Sex : Male.

**Job Seeker First Name / CV No: 1829316**

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