## CURRICULUM VITAE

Mr. Viraj

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**Objectives:** A position that offers challenge and opportunity for career growth vis-a-vis

Organization.

**Career Profile**

* Technical support professional offering extensive experience and thorough knowledge of different operating systems, hardware, desktop peripherals, IT network systems and Printers.
* Over 6 Years 9 Months as a Technical Support Engineer.

**Strength:**

* Quick learner
* Always ready to learn the new things
* Positive & ambitious Attitude
* Good Organization Behaviors
* Self confident and also believes in team work

**Educational Qualification:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr. No** | **Title** | **University / Institute** | **Year of Passing** |
| 1 | S.S.C | Maharashtra Board | 1999 |
| 2 | H.S.C | Kolhapur University | 2001 |
| 3 | B. Com | YCMOU | 2009-2011 |

**Certification:**

|  |  |
| --- | --- |
| **Sr. No** | **Certification Name** |
| 1 | Computer HardwareCertificatecourse in MCED,Pune |
| 2 | Completed (MCITP) Tanning Course from Athrav Institute. |
| 3 | Completed (CCNA) Tanning Course from ATS Info tech |

**Total Work Experience: - 6 .9years**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of the Organization** | **Nature of Organization** | **Designation Held** | **Working period** |
| Precision Automation & Robotics India Ltd | Technical Support. | Technical Support Engineer. | Aug 2010 To  Till Date. |

**Details of Job Profile in above listed organizations:**

* Experience ManageEngine servicedesk plus Software and Tools.
* Technical on-site & remote support to internal users within stipulated SLA of Service Desk call logging/ monitoring tool.
* Entire configuration & trouble shooting of hardware & technical problems of Computers, Laptops, Workstations, Local/ Network Printers, Projectors, Wireless Data cards etc.
* Configuration & installation of various software applications like MS Office 2003/2007, Auto CAD, .NET, Photo-shop, Visual Studio,Eplan,MS office 2013,PLM,ERP ETC..
* Installation of various operating systems like Windows XP, Windows server 2003,

Windows Server 2008, Windows Server 2008 R2, Windows Vista, Windows7,

Windows 8.1,Windows 10 etc. Also include network installation.

* Installation & configuration of Domain Controller.
* Group Policy creation & maintenance, and Quota management in Win 2008 R2.
* Technical support to Active Directory user account problems
* Trouble shooting of networking issue.
* Outlook Express Windows Live mail Configuration And Microsoft Outlook 2003, 2007,2010,2013,365 Configuration.
* ERP Installation.
* Siemens Software installation.
* PLM Software installation.
* User Group Creation in Active directory.
* Installation Eplan Software’s.
* Solving day to day problem related to Software and hardware.
* Monthly engineer’s reports, Monthly call reports generation
* Create SOP documentation.
* Hardware troubleshooting and problem resolution on branded and assembled machines.
* Upgrading OS.
* Documented and maintained supply of all required inventory.
* Manage Technical helpdesk team.

**Achievement:**

* Started my career from field level support & established myself as an engineer in corporate environment which is an eloquent achievement in my career path.
* Got opportunity in very less period after joining to be a part of a team.

**Application Known:**

Solar wind Damware, ManageEngine servicedesk plus, Microsoft Offices, AutoCAD, ERP,Siemens,PLM,PDM,Solid Edge,Roboguide,Eplan,Camwork.

**OS Known:** Windows XP, Windows 2003 server, Windows Server 2008, Windows Vista, Windows 7, Windows 8.1, Windows 10.

I hereby declare that all information given here is true to the best of my knowledge & belief.

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