

Rajashri Adhar Chavan

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Contact no: 9359616123

Navi Mumbai

Desktop Support Engineer

Career Objective:

To place myself in the environment where my abilities can be utilized to the maximum advantage, and which help me to learn new skills and most modern technologies.

❖ **Experience:** Currently Working CMS IT SERVICES Pvt Ltd May 2023 to till date

Project Name :- Reliance

❖ Responsibilities:

- Working on Reliance Informatics for Asset Data storage.
- Worked with SD team for desktop support where we raised ticket through email call and webmode
- Working as a System administrator in reliance informatics.
- Maintained and updated all documents and records on a regular basis.
- Log call with vendor for hardware issues.
- As a Desktop L1 engineer can troubleshoot and resolve hardware related issues.
- Troubleshoot and resolve application related issues.
- Installation of software
- Completing all Asset allocation and Asset release request through Service Now.
- Tracking new and existing hardware inventory.
- Installation ,troubleshooting
- Provide technical support for reconfiguration.
- Efficiently tracked and managed IT assets through complete life cycle, maintaining an accurate asset database.
- Oversaw multiple tasks concurrently, including IMAC process and ticketing tool utilization.
- Facilitated asset allocation for new employees based on HR requests and managed software license effectively.

❖ Technical Skills:

- Knowledge basic networking
- Knowledge of os
- Knowledge of ticketing tools
- Active directory and user management
- Quick troubleshooting related , Applications and hardware issue in systems
- Software support
- Remote support tools
- Security and compliance

❖ Work

- Domain Create ID/Password
- VPN Installation
- MACFE Issue
- Laptop & Desktop Hardware Troubleshooting
- Outlook configuration & troubleshooting
- All types of printer installation LAN & USB
- Loading of client operation system (Win 7, Win 8, Win 10,& Win 11)
- Antivirus software
- Network relate issue

❖ Soft skill

- Communication skill
- Problem solving
- Time management
- Team work
- Customer service

❖ Educational qualification:

Name of Exam	Board/University	Class / %
BE CSE	Dr.BATU	70.00%
HSC	Nashik	53.44%
S.S.C	Nashik	80.60%

❖ Personal Profile:

Nationality : Indian

Languages : English, Hindi, Marathi

Date of Birth : May 10, 2000

I hereby certify that the particulars given above are true to the best of my knowledge and belief.

Name : Rajashri Adhar Chavan
