

# **CURRICULUM VITAE**

## **Ravi Santosh Vishwakarma**

**IT Support Engineer**

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Mobile: +91 8888363699



**Objective:** - To achieve success in career by working for an organization which can efficiently use, utilize and boost my knowledge and skills.

### **Professional Summary**

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- Having experience of more than 4 years 11 months in IT Field.
- Expertise in developing web-based instructional materials and teaching aids
- Ability to generate technical concepts in a clear and precise manner

### **Professional Profile**

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**Present Employer:** Dixit InfoTech services Pvt Ltd  
**Title:** IT Support Engineer  
**Date of employment:** 10th OCT 2019 - Till date

### **Projects Summary**

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**Project 1: Tata Housing Development Company Ltd.**

**Current Employer:** Dixit InfoTech services Pvt Ltd.

**Designation:** IT Support Engineer.

**Duration:** From October 10<sup>th</sup>, 2019 till date.

#### **Job Description**

- Installing, troubleshooting, configuration of operating system, Office, Sap, AutoCAD application, eye beam softphone calling, MSP, network printers with secure print, antivirus and its update package, OCS tool, websense, IP Phone, attendance machine.
- Logging all the calls in tool OCS and C-desk
- Implement, manage and troubleshooting of Folders & Files Permissions to manage users on Active Directory like additions of new users, modification and deletion of Configure on domain
- Weekly & Monthly tapes rotation activity.
- Planning, Design, Installation and Configuration the Networking Devices
- Maintaining all the sites inventory through OCS tool.
- Knowledge of VM Ware
- Updating of Windows patches, Bit locker, device lock etc.
- cisco video conference call settings etc.

**Project 2: Green Aims InfoTech Pvt Ltd**  
**Sites: Laqshya Media Pvt Ltd.**  
**Previous Employer: Green Aims InfoTech Pvt Ltd**  
**Designation: IT Support Engineer.**  
**Duration: From June 01, 2018 to July 25<sup>th</sup>, 2019.**  
**Job Description**

- Troubleshooting of desktops/laptops, installation of OS and software's installation as per company standards.
- Co-ordination with vendors for troubleshooting and call logs.
- Mail configuration on cell phones/software installation lotus notes
- VC connection and Remote support to client sites through Windows remote assistance, TeamViewer and Ammy Admin software's.
- Basic SAP issues resolutions.
- Maintaining the inventory of the sites.
- Fission cloud backup daily checklist and process.
- Ruckus wireless access point configuration and installation.
- Outlook configuration and pst backup.
- MacBook install os and printer configuration and troubleshooting.

**Project 3: SCS INFOTECH LLP**  
**Sites: soham Hyundai Aurangabad**  
**Previous Employer: SCS INFOTECH LLP**  
**Designation: IT Desktop Support (Hardware and Networking Engineer).**  
**Duration: From June 15<sup>th</sup>, 2015 to June 29<sup>th</sup>, 2017**  
**Job Description**

- Handling user call and solving queries related to internet services hardware password reset
- Resetting the hotel Wi-Fi password for client(Ginger)
- Troubleshoot and give resolution for the hardware devices (like PC, network device) for the users.
- essl attendance machine support installation and configuration.
- server and client application and file sharing checklist

**Previous Employer: Space Computers.**  
**Designation: Customer Support Executive.**  
**Duration: From March 01<sup>th</sup>, 2014 to Dec 10<sup>th</sup> 2015.**  
**Job Description**

- Handling user call and solving queries for GPRS like internet not working, mobile to pc connectivity issue etc.
- Closing call in the given SLA.
- Troubleshooting given on user mobiles
- Mails configuration done on android and other handset
- Guiding the user for the Data card connection and troubleshoot

## **Strengths & Skills**

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- Ability to learn and work on changing technology
- Strong customer service ethos
- Accuracy and Attention to details
- Able to Work under pressure of deadlines.
- Organizational skills and customer service orientation

## Training

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- Attend active directory & VM ware training.
- Complete Skill port test in TCS (Desktop, servers, networking)
- Known Programming Language: - HTML, C, C++, Java
- Hardware and networking Certificate in Information Technology (MSCIT).

## Academics

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- University of Mumbai, Diploma in Computer Technology, 2019
- Higher Secondary Certificate, FEBRUARY 2014
- Secondary School Certificate, MARCH 2012

## Personal Details

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**Name** : Ravi Santosh Vishwakarma  
**Date of Birth** : 09<sup>th</sup> March, 1997  
**Gender** : Male  
**Status** : Unmarried  
**Address 1** : Room No-13 C-Sector, J-Line, Cheeta Camp, Mankhurd 400088  
**Address 2** : Plot No.71 shambhu nagar gadiya vihar Aurangabad 431005  
**Languages** : Marathi, Hindi, English.  
**Interests** : Cricket, Listening music

## Declaration

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

Date : \_\_\_\_\_

Place : Mumbai

(Ravi Santosh Vishwakarma)