**SACHIN ANIL KANK**

**Email:** [**sachinkank@hotmail.com**](mailto:sachinkank@hotmail.com)

**Mobile: 9028094082**

**CERTIFICATION**

* **ITIL Certified**
* **MCSE** (Microsoft Certified System Engineer)

Completed from Karrox Institute, Pune.

* **CCN** (Certificate course in networking)

Maharashtra State Board of Vocational Examinations six month diploma.

* **LCHM** (Licenised in computer hardware maintenance)

Maharashtra State Board of Vocational Examinations one year diploma.

**EDUCATION**

* PGDM in Information Technology passed in 2020 from MIT College, Pune.
* Bachelor’s Degree in Commerce Passed in June 2007 with 64.58% from Pune University, Pune – 4.
* H.S.C. passed in June 2003 with77.17 % from Marathwada Mitra Mandal’s College of Commerce, Pune – 4.
* S.S.C. passed in June 2001 with56.58 %from Abhinav Vidyalay High School, Pune – 4.

**EXPERIENCE SUMMARY**

Overall, 14 Years of Experience in IT technical supportin different Industries.

**Project Management:** Handle the multiple projects and deployed it successfully. Communicating with stake-holders, conducting daily and weekly Client meetings. Preparing multiple Excel reports and presentations.

**ITIL**: Incident management, Change management, Problem management, SLA breach analysis, RCA documentation.

**Ticketing Tools:** ServiceNow, Cincom, FreshDesk, Fusion. Also, deep knowledge on tools configuration and multiple reports in it.

**Helpdesk and Remote Support:** Working with global helpdesk team and all types of tickets (Requests, Incidents, Change) and resolving as per the solutions. With the help of remote tool solving 90% issues within minimum time.

**System Administration:** Good knowledge on Desktop and Server operating systems, Installation, configuration and troubleshoot of operating systems and applications. Hands on experience in Active Directory, Group Policy, SCCM.

**WORK EXPERIENCE**

1. Working as **Senior Support Analyst** in Nityo Infotech Services Pvt. Ltd, Punefrom 5 April 2023 to present.

* I’m working with our client “CLSA” who is in banking domain across the word.
* Here my team is “Workspace Technology” which is responsible for IT infrastructure support in Desktops and Servers.
* Responsible for managing and maintaining the SCCM hierarchy.
* Troubleshooting issues related to different SCCM components like management point, distribution point, reporting services, software update point, WSUS.
* Creating Applications and Packages and deployment via SCCM and troubleshoot issues related to Application deployment, package deployment.
* Manage SCCM clients and troubleshoot client related issues.
* Doing monthly windows patching via SCCM and preparing change request and patch report.
* Troubleshooting of software update point/wsus and client specific patching issues.
* Deployment of operating system via SCCM Task Sequence. Add new image and create Task sequence for upgrade and new operating system deployment.
* Add drivers into the Task Sequence and troubleshoot task sequence related issues.
* Having knowledge on O365, intune and company portal.
* Generating monthly reports and dashboards and other reports based on customer requirements.
* Managing and creating the GPO’s based on client requirement.
* Active directory Users, Group and Computer management.
* Creating the VM’s and assign to the users as per the requests.
* Assign the storage to the users.
* Management of Incidents, Work request and Changes in ServiceNow.
* Managing the ZOOM devices via console.

1. Worked as **Deployment Solutions Engineer** in VWR Lab Products Pvt. Ltd, Punefrom 3 Feb 2020 to 31 March 2023.

* Extensive experience of supporting an end user environment with detailed knowledge multiple Microsoft products.
* Strong knowledge on desktop systems, Automated software deployment for enterprises. (Distributing, Installing, Updating and uninstalling software).
* Configuration and management of MDT, SCCM and AD manager plus tool.
* Deploying the Windows 10 operating system on workstation systems with MDT tool.
* SCCM application distribution and deployment.
* Expertise in troubleshooting in Windows 10 and good experience with SCCM client Agent. Installation, uninstallation, troubleshooting failed or non-working SCCM client agent.
* Deep knowledge of troubleshooting failed or non-working application installation delivered by SCCM.
* Good experience in configuring end point products and troubleshoot.
* Providing support on different types of applications (Office, SAP, Salesorce, Datto, CrowdStrike, CoSoSys, Zscaler). Also communicating with L3 teams and venders if need their support or for escalation.
* Working with O365 team for troubleshoot outlook and other O365 applications issue.
* Create, update and manage applications packages, device drivers for OSD task sequence.
* Windows server 2012\2016\2019 Active directory users, groups and GPO administration.
* Configuring the NAS drives for file share.
* Good knowledge of Windows Registry, File System, Services, Devices, User profiles, Group policy.
* Prevent recurrence of issues by analyzing tickets, understand patterns and recommend remedial actions based on global impact of the problem.
* Working on Standard Change and Normal Change, Preparing the Change request and present in CAB meeting.
* Working on Incidents, Service requests and Change requests and also supporting to L1\2 engineers. Customer issue handling, jumping on P1/P2 calls and assisting peers on technical assistance.
* Regularly collaborating with infrastructure and applications owner and ensure that end to end technology solutions are meet as per the business requirement.
* Preparing multiple types of reports in Excel and PPT.
* Providing training to helpdesk team and making knowledgebase documents for end users.
* Monitoring and managing the ticket que.

1. Worked as **Associate Consultant** in Atos Syntel Pvt. Ltd, Punefrom 2 Jan 2018 to 28 Jan 2020. (From 2-Jan-18 to 18-May-18 worked on third party payroll)

* Providing support to the US and UK client on remote and call.
* Managing & administration of Windows Server environment: 2008, 2012
* Good working knowledge on installation & configuration of Active Directory, DNS, DHCP, IIS Windows Server Environment 2008, 2012
* Working on Windows 7/10 operating system.
* Exchange and O365 administration and troubleshooting.

(User, Group, Skype and Email id creation)

* Installation & configuration of different software.
* Windows Patch Management and installation using SCCM tool.
* Remotely pushing or installing Application using SCCM console
* Working knowledge on Microsoft RDP, SCCM Remote Console.
* Knowledge on Active Directory management, Group Policy, OU.
* Symantec Endpoint Security, installation, troubleshooting & Antivirus definition updates.
* Managing assigned Job according to ITIL standard.
* Working on ServiceNow ticketing tool.
* Handling Incidents L2 level.
* Using Citrix tool to access the resources.
* Providing access of Mailbox, Calendar, DL, File & Folder.
* Using power shell commands to manage exchange.
* Providing support to third party applications like Eclipse, Exchanging, Horizon, RSA.
* Resolving the tickets as per the SLA and escalate the tickets to the L3 team.
* Discuss escalations and their possible remedies with team.
* Provide technical assistance and training to the team.
* Keep a track of attendance and the billing to be submitted.
* Discuss issues with team on daily basis in 20 min team huddle.
* Work on quality audit and review of the project.
* Manage and monitor ticket queues and make sure that everything is up to date based on queue management procedures.
* Engaging in daily standup call with onshore management team and brief the technical activities carried out so far in the day and discuss the upcoming critical implementations and environment downtime to avoid business impact.
* Engaging in weekly client call to provide the weekly status report to stakeholders.

1. Worked as **Senior Technical Support Engineer** in Quick Heal Technologies LTD, Wakdewadi, Pune from Aug 2013 to Dec 2017.

Quick Heal is the India’s top most Antivirus Software company and they have Endpoint protection application for enterprise customers. I was working with this enterprise product and my responsibilities were divided in two parts.

**Team Management –**

* Managed the Enterprise technical support team of 20 engineers.
* Roster management and Task assigning to the engineers.
* Monitoring the inbound flow on Call, Email and Chat support.
* CRM application management and configuration. Working on ticketing tools like Fusion, Cincom and Freshdesk.
* Preparing all types of reports
* Daily call analysis report
* Weekly & Monthly stat rep -orts of agents, Calls, Email and Chats
* Agent Utilisation report
* Weekly & Monthly report for issues and incidents
* SDR report
* Preparing RSA
* CSAT report.
* Remote and Call audit of Engineers.
* Providing training to the engineers on product.
* Creating the KB articles for internal and external use.
* Taking weekly and monthly meeting of engineers to share their performance reports and discusses the team challenges.
* Handles the escalations and communicate with Core support and IRT team.
* Present the team performance and stats of inbound channel to the management team.
* Taken the interview of candidates for support position.

**Support –**

* Providing quick solutions through –

Telephonic Support, Email Support, Remote Support and Onsite support.

* Active directory user, group and exchange management.
* Handles the all types of infection related issues. Resolving virus infection issues on standalone systems as well as in networks.
* Strong knowledge on DLP, Asset management and Patch management.
* Resolving windows operating system related issues with the AV and configuration of windows platform.
* Troubleshooting of all Desktop, Server and Network related issues.
* Attended the inhouse customers.
* Application installation and outlook configuration.
* Configuration and troubleshooting of printer and Wi-Fi router.
* Working on log tools like Process monitor, Pullmon, Wireshark, Gmer, Autoruns, Windows debugging tool, Memtest and Winmtr.
* Testing new product on virtual systems with the provided parameters.

1. Worked as **System Support Engineer** in Integrated consultancy Services, Sahakarnagar, Pune from Feb 2013 to July 2013.
   * Responsible for handle client sites and support it on site or remotely.
   * Installation and configuration of Windows server and desktop operating systems.
   * Working on Windows server 2008/2012, windows 7/XP/8, Symantec backup application, McCafé antivirus, SQL 2007.
   * Windows Active Directory and Exchange administration.
   * Solving Desktop & Network related issues.
   * Configuration of user profile & email in outlook.
   * Responsible all types of data backup like user’s data, outlook, application data.
   * Creating user’s and email ids on server.
   * Updates of operating systems and antivirus, monitoring of servers.
   * Folder sharing & permission setting, Printer installation and sharing.
2. Worked as **Hardware & Network Engineer** in My computer shopee, Tilak Road, Pune from Feb 2009 to Sep 2012.
   * Assembling of all types of CPU.
   * Installation of Desktop operating systems, Application software’s (Microsoft Office, Photoshop, PageMaker, Corel draw, Antivirus, AutoCAD, Font, players) etc.
   * Installation of Hardware devices like Printers, Scanner, Modems, I/O cards (LAN/Display/Sound) and its drivers.
   * Troubleshooting of Hardware & Network related issues.
   * Internet connection configuring and sharing, taking hard disk backup.
   * Responsible for handles outdoor calls.

**AWARDS**

**Values Award** Q2 2019 received in Atos Syntel

**Spot Recognition** 15 March 2019 received in Atos Syntel

**Spot Recognition** 09 June 2019 received in Atos Syntel

**Recognition** Q2 2019 Quick Heal

**PERSONAL DETAILS**

|  |  |  |
| --- | --- | --- |
| **Hobbies** | **:** | Making new friend, playing game, Songs listening. |
| **Address** | **:** | Sr. No.6/18, Dnyandeep colony, Karvenagar, Pune 411052. |
| **Date of Birth** | **:** | 11th May 1986 |
| **Languages known** | **:** | English, Hindi, Marathi |
| **Marital status** | **:** | Married |
|  |  |  |

I Sachin Anil Kank hereby declare that all the above details given by me are true to the best of my Knowledge.

Date: Yours Sincerely,