

PRANISH WANKHADE

IT Support Engineer

+971 50 978 4931

pranish258@gmail.com

Dubai, UAE

www.linkedin.com/in/pranish-wankhade

SUMMARY

Dedicated and experienced IT Support Engineer with 6 years of comprehensive expertise in providing top-notch technical support and ensuring optimal functionality of IT systems. Adept at troubleshooting hardware and software issues, implementing effective solutions, and delivering exceptional customer service. Seeking a challenging position as an IT Support Engineer to leverage my skills and contribute to the success of a dynamic organization.

SKILLS

- Incident And Problem Resolution
- Azure Cloud Storage
- Active Directory
- Troubleshooting Proficiency
- Remote Desktop Support
- End User Support
- Microsoft Intune
- IT Support
- Domain Controller
- ITSM Ticketing Tool
- M365
- Exchange Online

EXPERIENCE

Senior IT Support Engineer

Infopark Middle East FZE, Dubai

04/2022 - Present

- Currently employed at TATA International West Asia DMCC since April 2022.
- Ensure that all relevant IT equipment is working according to normal office requirement.
- Offers daily assistance to end-users, including configuring email, backing up data, setting up printers, archiving emails, and managing PST files.
- Proficient in upgrading laptops and desktops, including Windows OS and hardware enhancements such as hard drive and RAM upgrades.
- Addressing client issues, including laptop slowdowns, Wi-Fi connectivity problems, and printer installations, to ensure efficient problem resolution.
- Operational proficiency in managing bare metal servers running Windows Server 2019 and 2022.
- Proficiency in utilizing the M365 Admin Center portal to oversee tasks such as managing user passwords and licenses.
- Acquiring a new domain for the company and configuring it with Exchange Online for the use of new domain emails.
- Possesses practical expertise in the management of both Windows and Android devices through Intune.
- Possesses a proficient understanding of RAID configurations, both in server environments and Network Attached Storage (NAS) setups.
- Proficient in implementing and installing storage systems, including NAS, with expertise in creating user accounts on the NAS and assigning guided folders for seamless integration with users' PCs.
- Demonstrates a comprehensive working knowledge of Hikvision CCTV, with advanced-level support expertise in on-premises environments.

- Proficient in utilizing ITSM and Spiceworks ticketing tools to efficiently manage and resolve IT service requests.
- Experienced in validating and maintaining IT E-waste and Hardware Asset Inventory Reports.
- Demonstrated expertise in maintaining and troubleshooting desktops, laptops, servers, and computers. Proficient in the installation and configuration of IP Phones, Network Printers, Network Scanners, Projectors, and Video Conferencing (VC) devices.
- Familiar with Azure infrastructure and hands-on experience with azure storage accounts.
- Skilled in MS Exchange, including expertise in creating emails, and effectively maintaining and managing mail users.
- Proficient in user management within Active Directory, encompassing tasks such as creating new AD users, Changing user passwords, locking/unlocking user accounts, setting up and maintaining accounts and adding clients to the domain.

Officer- IT Support

Parag Milk Foods Ltd., Pune

11/2020 - 02/2022

- Proficiently addressing technical support calls from end-users related to computers and software applications.
- Delivering technical support both on-site and through remote-access systems.
- Experience includes utilizing OS-Ticketing tool for efficient management of service tickets.
- Skilled in setting up and installing new computers, networks, and software for seamless integration and optimal performance.
- Expert in setting up and configuring user accounts and profiles on the network, ensuring seamless access and personalized user experiences.
- Proficient in installing and configuring operating systems, anti-virus software, and various application, including Microsoft office, SAP and Email clients such as outlook.
- Specialized in diagnosing and resolving network problems, as well as troubleshooting hardware or software faults to ensure seamless functionality.
- Expert in maintaining comprehensive inventories of hardware and software, with a focus on vendor co-ordination for Level 1 spares supports.
- Meticulously documenting issues and faults, along with their corresponding solutions to create a comprehensive record for future reference and continuous improvement.

Network Support Engineer

Synophic Systems Pvt Ltd., Pune

02/2019 - 11/2020

- Strategically planned and coordinated team activities during outages, ensuring an efficient and effective resolution of issues.
- Executed replacement tasks for SFPs, power modules, and network cards during data center outages, ensuring swift and effective resolution of hardware issues.
- Demonstrated proficiency in conducting patching activities and possessed knowledge of basic fiber connectors, contributing to effective network maintenance.
- Generated comprehensive reports, including Link Migration survey reports and installation survey reports, to meticulously document and evaluate the successful implementation of network connectivity.
- Demonstrated expertise in cross-patching techniques and conducted precise fiber power level checks using advanced power meters to maintain optimal network performance.

- Utilized optical Time-Domain Reflectometer (OTDR) equipment for cable tracing purposes, accurately locating faults or disruptions in the fiber infrastructure, and generating detailed reports for analysis and further action.

Technical Assistance

HSB Infotech Pvt Ltd., Pune

07/2015 - 09/2017

- Previously served as a Technical Support engineer at the Commissioner of Police Office in Amravati, Maharashtra.
- Conducted comprehensive training sessions on the tracking application for all levels of police staff, including CP, DCP, ACP to ensure proficient usage and maximize effectiveness in law enforcement operations.
- Hands-on experience in configuring and managing network infrastructure, including network racks, LAN, WAN, Switches, BSNL Modems, VPNs.
- Identified and resolved issues with various devices, including computers, MFP printers, etc., on priority basis to ensure uninterrupted functionality and user satisfaction.
- Proficiently addressed issues and errors in applications, managing and resolving problems related to hardware accessories (CPU, Monitor, Printer, Scanner, ETC). Additionally, demonstrated competence in utilizing office tools such as MS-Office, Outlook Mail, ETC.

EDUCATION

Bachelor of Science (Computer Science)

Shree. Shivaji Science Collage, Amravati, MH, India

CERTIFICATION

- **CCNA 200-301 In-Depth** (Credential ID: IQ2MH19P) 05/2021
Network Kings
- **Microsoft 365 Certified: Endpoint Administrator** (Credential ID: A10382BD3F22DD78) 12/2023 – 12/2024
Microsoft

ADDITIONAL INFORMATION

DOB : 25th Aug 1992
Passport No.: N2203029
VISA Status : Employment VISA
VISA Expiry : 01 June 2024
Nationality : INDIAN