



Afzal Shamsuddin Kondekar

TECHNICAL SKILLS

Laptop & Desktop:

Dell Latitude, Inspiron, HP, Lenovo, ThinkPad.

OS:

Windows, 7,8,8.1,10, MacOS, Windows server, ESXi VMware.

Network:

Switches, Cisco Routers, Cisco Wireless Access Point.

Server:

Dell Power Edge.

ACHIEVEMENT AWARD

Awarded as sincere Employee.

CERTIFICATION

Diploma in Hardware and Networking.

EDUCATIONAL QUALIFICATION

Passed B.COM Graduate.

PROFESSIONAL SUMMARY

IT Support Engineer - IT Technician - IT Executive - Network Engineer.
IT Help Desk – IT Assistant Manager -Basic Hardware & Networking, Switching, Network Security, Server, Good Team Player, Enjoy learning new methods and Ideas and putting them in Proactive use, Positive Attitude.
Awarded as a sincere employee - Interacting with Exchange Admin & Leading Exchange to office O365 migration activity.

DETAILED EXPERIENCE

Perfect Telecom (Mumbai)

Designation - Sr. IT Support Engineer
Aug 2016 to till date.

3in Solutions Pvt. Ltd. (Mumbai)

Designation - Sr. Desktop Engineer
Feb 2016 to July 2016
Placed at. Snapdeal Pvt. Ltd.

SKYNET Services ISP (Raigad)

Designation - Technical Support Engineer
Aug 2014 to Jan 2016
Field Engineer.

Dynacons System & Solutions Pvt Ltd.(Mumbai)

Designation - Customer Support Engineer
Sep 2011 to July 2014
Placed at. SVKM, NMIMS University.

DUTIES AND RESPONSIBILITIES

- On-boarding procedures and Leaver procedures.
- Handling primary user for MD and GM.
- Maintain Active Directory like new user creation, new group creation, accounts unlock, login password reset, computer account addition, deletion and edit.
- Vendor Management for DELL, Airtel, Vodafone, TATA and Canon printer.
- Inventory maintain in Database like User, Assets, Laptop details, type of user, mobile and E-token cert validation, server and vendor contract notification.
- Handling console for Canon printer, User creation, deleting and wireless printer configure in laptop.
- Handling console exchange O365.
- Handling console for Avaya IQ and managing and maintaining Cisco IP phones.
- Installation and configuration Windows 7, 10 and VMware ESXi.
- E-token and Mobile certificate creation and revoke.
- Handling console for guest WIFI.
- Assign to new user for Laptop, LED, Docking station, Phone, E-token.
- Installation and configure Cisco VPN.
- BMC remedy ticketing tool managing.
- Handling console for Bomgar remote tool and remotely install software, diagnose and resolve through remote tool.
- Co-ordination with ISP like Airtel, Vodafone and TATA for internet issue.
- Supporting for business application and web portal like MS teams, SFB, Concur, Egencia and Ariba.
- Intranet configure in IE.
- Handling for SFB console.
- Handling for Cisco WebEx console.
- Monitoring RODC server and Terminal server.
- Encrypted system with Bit locker in Win 7 & 10.
- Provide Phone, Email and Chat support to user.
- Resolves issue and incident by performing root cause analysis and developing and implementing solutions.
- Responsible for maintaining and troubleshooting of network infrastructure within the organization.
- Installing & troubleshooting end-user mail client like MS Outlook.
- Configuring domain, connecting machines from networks, workgroups.
- Installation and Configure SAP Front End Installer.
- Provide hardware/software support including troubleshooting, diagnosis, and parts replacement for laptop and desktop.
- WiFi configuration in Laptop, iOS and Android.

GET IN TOUCH

Cell Number:

+91 702-012-7746
+91 800-713-2377

Email Address:

kondekar_afzal@outlook.com

Location:

Mumbai

Passport No.:

K - 8947734

DOB:

30 July 1990

Languages:

English, Hindi, Marathi & Urdu.

Marital Status:

Un-married

Address:

Mumbai - 400 009
Maharashtra, INDIA.

Skype ID:

kondekar_afzal

LinkedIn:

<https://www.linkedin.com/in/afzalkondekar/>

DUTIES AND RESPONSIBILITIES

Sr.Desktop Engineer, 3in Solutions Pvt Ltd. Mumbai, IND. Snapdeal.com

- Install and configure operating system like Window 8.8.1, 10 from WDS server.
- Configure and troubleshooting Gmail 2 factor activity, Password reset, Group adding, backup code provide.
- Mail configure for MS Outlook and IOS, Android.
- Configure and troubleshooting FortiClient VPN Laptop and Phones.
- Active directory new user creation, password reset, user disable, account lock unlock, Group adding, user permission etc.
- CCTV monitoring.
- Handling remote user from Mumbai to Bhiwandi, Indore,Ahmedabad,Surat,Kolkata,and Pune.
- Handling remote support software like Ammy admin, Team Viewer, VNC,Supremo.
- Wi-Fi configure for Laptop and Phones.
- Diagnosing and resolving technical issues.

DUTIES AND RESPONSIBILITIES

Technical Support Engineer, SKYNET Services Internet service provider. Raigad, IND.

- Provided functional and technical support, troubleshooting and diagnosing hardware and software problems, including Desktop, Laptop, LAN, and remote systems.
- Maintenance, Troubleshooting of Desktop Pc's, Laptops.
- Operating System Installation and troubleshooting Windows XP Window Vista Windows 7 and Window 8.
- Imaging PCs, Workstation and Laptop using Symantec Ghost & Acronis tool.
- Troubleshooting of Laptops both Software's & Hardware in Basic Level.
- Installing & Configuring local Printers & Network Printers
- Changing ports for Switch to I/O box and LAN.
- Installing & Configuring such as VPN, DIAL-UP& BROADBAND NETWORKING.

DUTIES AND RESPONSIBILITIES

Customer Support Engineer, Dynacons System & Solutions Pvt Ltd. Mumbai IND. NMIMS – SVKM University.

- Apple iPhone and iPad mail configuration and new iphone iPad configuration.
- Apple iPhone and iPad backup form iTunes.
- Attending VIP home technical calls (Hardware & Network).
- Supporting VIP users meeting.
- Maintain AD user/ unlocked/ reset password etc.
- Software's Installation & Support (SAP , Oracle , Capitaline , Prowess , Tally client, Ghost Image , SPSS 19, SAS9.3 , AutoCAD 2011 , CorelDraw 13 , Adobe CS5 / CS6) .
- Configuration for Wi-Fi Laptops, Android, and iPhone's and Tablets.
- Solving issue related to network printer and USB printer.
- Administering, Installing, and Troubleshooting of Window XP, Window Vista, Window 7, Window 8.0 & 8.1.
- Handling remote support form Mumbai to Shirpur, Hyderabad, and Bangalore.