Contact

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Dist Nashik
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Top Skills

Maintenance & Repair
Computer Networking
Networking

Pushpak Gangurde

Redhat (RHCSA) Certified | Technical Support Engineer|Service
Desk Engineer|Trellix Endpoint Security|Mcafee endpoint security|
Experience with Active Directory & Incident Management.
Nasik, Maharashtra, India

Summary

As a technical support engineer, I thrive on solving complex technical
problems and providing exceptional customer service. With 3
years of experience in the industry, I have a deep understanding
of computer systems, software, and hardware, and I'm able to
troubleshoot issues quickly and efficiently.

My approach to customer service is focused on listening carefully to
customers' needs and finding creative solutions to their problems. I'm
able to explain technical concepts in a way that's easy for customers
to understand, and I'm always willing to go the extra mile to ensure
their satisfaction.

In my current role at Comnet services pvt ltd, I've helped to build
a strong technical support team and have played a key role in
developing and maintaining documentation on technical issues and
solutions. I've also had the opportunity to train new employees and
customers on how to use our products and services.

If you're looking for a technical support engineer who is dedicated to
providing outstanding customer service and solving even the most
challenging technical issues, please don't hesitate to reach out.

Experience

Three Ess Computer Services (I) Private Limited.
Technical Support Engineer L2
May 2024 - Present (4 months)
India

COMNET SOLUTIONS PVT. LTD.
Technical Support Engineer L2
August 2021 - May 2024 (2 years 10 months)

Responding to customer inquiries over the phone, email, or in person

Diagnosing and resolving technical problems with hardware, software, or systems

Documenting and tracking customer issues and solutions

Collaborating with other technical support team members or departments to find solutions

Providing training and support to customers or other team members

Conducting research and testing to identify and solve technical issues

UniTech Services Group, Inc.
Desktop Support Engineer
January 2019 - March 2021 (2 years 3 months)
Nashik, Maharashtra, India

Providing technical assistance and support to end-users over the phone, email, or in person

Troubleshooting hardware and software issues related to desktops or laptops

Installing, configuring, and maintaining software and applications

Setting up and configuring network printers and scanners

Configuring and maintaining email clients and communication software

Installing and configuring antivirus software and performing regular virus scans

Diagnosing and repairing hardware issues, such as hard drive failures, faulty RAM, or defective motherboards

Maintaining an inventory of hardware and software assets and performing regular maintenance and updates

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Education

Mahatma Gandhi Vidyamandir Panchvati College of Management and Computer Science
Master's degree, Computer Science · (August 2017 - June 2019)

Kalwan Education Societys Arts, Commerce & Science College, Kalwan, Dist.Nashik 423501
Bachelor's degree, Computer Science

MIT Arts, Commerce and Science College, Alandi Devachi, Tal Khed, Dist Pune
Bachelor's degree, Computer Science