DHANANJAY SANTOSH BHONE

Contact No:- 8976426548 Email ID:- dhananjaybhone1999@gmail.com

EXPERIENCED ITSUPPORT SPECIALIST ADEPTAT TROUBLESHOOTING HARDWARE, SOFTWARE, AND NETWORK ISSUES. PROVEN TRACK RECORD IN DELIVERING EXCEPTIONAL CUSTOMER SERVICE AND IMPLEMENTING EFFICIENT IT SOLUTIONS. SEEKING CHALLENGING OPPORTUNITIES TO DRIVE INNOVATION AND SUPPORT ORGANIZATIONAL GROWTH.

#  SKILLS

GWS McAfee CrowdStrike OneDrive

Google drive Dropbox Office-365 Windows server 2012 R2

Fortinet-VPN Citrix VPN Netskope [Web proxy]

# EXPERIENCE:-

System Administrator 10/2023 - Current

Real Info-technologies Pvt Ltd

Client-Side OneAssist Consumer Solutions Private Limited Marol Naka, Mumbai

* Proficient in managing Windows Server environments, including windows server 2012 R2 and windows server 2019.
* Handing Gmail ID creation, License assigning, Email Data migration.
* Handing GWS console and user management, devices.
* Experienced in working with Fortinet VPN and VPN certification creation.
* Managed local servers, Ensuring their optimal performance.
* Managing Cloud consoles such as G-Suit [google drive], Netskope and CrowdStrike.
* Provided technical support to users across pan-India locations, addressing their IT-related issues promptly and effectively.
* Expertise in CCTV and door access systems management. Skilled in ensuring security and functionality.

Desktop Support Engineer | VIP Support Engineer 12/2022 - 09/2023

# STRENGTHS

 Strong work ethics, self- motivated

 G-team oriented.

 Possess strong interpersonal,

 communication G analytical skills.

 A positive attitude towards learning

 things.

 Ability to accept any creative

 challenges in the field.

### Vayam info Solutions private Limited Wipro Third party - Client-Side Disney-Star TV

 Lower Parel, Mumbai

# PASSIONS

* Knowledge on Remote management, accessing machines though remote using team viewer, Zoom, Anydesk.
* Experience office 365 and zoom.
* Experience in Sophos, McAfee drive encryption ’s, Installing G Updating antivirus software, keeping system up to date.
* Experience with CrowdStrike installation.
* Coordination with customers through mail, phone, chat, handling issues over phone
* Experience in file sharing file permission.
* Managed cloud storage application including Dropbox and OneDrive, facilitating efficient data storage and access for users.
* Handling VIP User call
* Handling user OneDrive configuration calls and maintaining user cloud data.
* Configured Citrix VPN, enabling secure access to corporate resources for remote users.

Desktop Support Engineer 10/2021 - 12/2022

Nexus Computers Pvt. Ltd Bandra, Mumbai

Client-side MSPGCL HEAD Office

* Experience in Installation of Operating system like windows 7, windows 8, windows 10, windows 11.
* Experience in Sophos, McAfee drive encryption ’s, Installing G Updating antivirus software, keeping system up to date.
* CAT RJ-45 Connector crimping.
* Installation SSD in laptop and Desktop.
* Basic Knowledge of Installation of printers with sharing.
* Handled different kinds of branded machines like IBM, HP, ACER, DELL, LENOVO, RDP
* Troubleshoot of PC related problems, Hardware & Software.
* Assembled of Machines related peripherals.
* Experience in installation of Desktops, Laptops, application software’s etc.
* Competent in attending online video conferences and sharing presentations.

Driving, Travel, Drawing, Cooking,

Video game.

# PROJECTS

## Project - Dropbox TO OneDrive migration (Disney-Star TV)

Short summary of your work

 >>Led seamless transition of data from

 Dropbox to OneDrive, optimizing.

 collaboration and data management

 within the organization

 >> Successfully completed migration,

 project within timeline and ensuring.

# EDUCATION:-

## BCA [Bachelor of Computer Applications] 2020

### Bharti Vidyapeeth, Pune University, India. Location

## H.S.C [Higher Secondary Certificate] 2017

### Yashwant Chandaji Sawant (Y.C. S.) Vidyamandir Location

## [Secondary School Certificate] 2015

### Dr. Datta Samant Madhyamik Vidyalaya Location

# Personal Details: -

|  |  |
| --- | --- |
| Date Of Birth | 7th Sept 1999 |
| Gender | Male |
| Marital Status | Single |
| Nationality | Indian |
| Languages Known | English, Hindi, Marathi |

The above-furnished information is true to the best of my knowledge and belief.

Date:

Place: Mumbai

 Signature: Dhananjay Santosh Bhone

# PROJECTS

## Project - McAfee to BitLocker Migration

Short summary of your work

 >>Led seamless transition from McAfee.

 Endpoint Encryption to BitLocker for

 enhanced data security.

 >>Conducted thorough analysis,

 developed migration plans, and

 provided user training.

 >>Successfully completed migration.

 within timeline and budget, improving.

 operational efficiency.

# PROJECTS

# Project – Windows server 2012 R2 to Jump-cloud Migration.

 Short summary of work

 >>Led seamless transition from McAfee

 Endpoint Encryption to BitLocker for

 enhanced data security.

 >>Conducted thorough analysis,

 developed migration plans and

 provided user training.

 >>Successfully completed migration.

 within timeline and budget, improving.

 operational efficiency