

# Mahesh Ramani

<https://in.linkedin.com/in/mahesh-ramani-038b0852>

**Contact:** +91 9099823466

**E-Mail:** maheshramani2411@gmail.com

## OBJETIVE

- Abilities in analyse & interpreting problems with a combination of experience and logical thinking to find the right solution
- Proficiency in grasping new technical concepts quickly and utilizing them in a productive manner
- Focused & goal driven with strong work ethics and commitment to offer quality work

## ACADEMIC DETAILS

Bachelor of Arts from Saurashtra University	2013
Class XII from Gujarat Higher Secondary Education Board	2010
Class X from Gujarat Secondary Education Board	2002

### Professional Course:

Jetking Certified Hardware & Networking Professional	2009
Phase 1 Combo of CCNA, MCSA, Linux from <a href="https://www.nwking.com/">https://www.nwking.com/</a>	Pursuing

## EXPERIENCE

### Chromeni Steels Pvt. Ltd.

**08/2019 to Present**

Designation: IT Assistant

- IT infra project and support with team of two persons.
- Desktop/Laptop/Printer installation and maintenance.
- LAN cabling (UTP/FOC).
- User Onboarding/Off-boarding process.
- IT Asset Record management.
- Remote support to roaming users.
- Office 365 E-Mail and One Drive for Business support.
- IP Camera installation and monitoring through IVMS 4200.
- Network support like crimping, splicing.
- Internet and network connectivity monitoring.
- Vendor coordination.

### Hi Tech Informatics Pvt. Ltd.

**04/2019 to 07/2019**

### Cryptograph Technologies

**04/2018 to 03/2019**

Designation: Technical Support Engineer L2

Client Site: IBM

- IT SPOC for Welspun Corp Limited, Anjar plant.
- First line IT infra support via ticketing system, telephone, email, face-to-face and remotely.
- Diagnose & resolution of software & hardware faults.
- Desktop/Laptop/Printer problems analyze and troubleshooting through windows logs and registry.
- Assembling, installing, configuring and upgrading computer systems.

- Escalating unresolved issue to concern support team when required and help to maintain end to end support to users.
- Work in an Office365 and One Drive environment.
- Hardware refresh and roll out of new Windows Operating System.
- IMAC process to keep IT asset record up to date.
- Attend day to day Video Conference & Projection call with content sharing.

**IMSI India Pvt. Ltd.**

**01/2017 to 03/2018**

Designation: Technical Support Engineer

Client Site: IBM

**Creation**

**07/2014 to 06/2016**

**Harjai Computers Pvt. Ltd.**

**05/2014 to 06/2014**

Designation: Desktop Support Engineer

Client Site: HP

**Personal Profile**

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Full Name:	Mahesh Khodabhai Ramani
Birth Date:	24 <sup>th</sup> November, 1986
Gender:	Male
Nationality:	Indian
Languages Known:	Gujarati, Hindi and English

**Declaration:**

I hereby declare that above all information is true to best of my knowledge.