# SAGAR JOSHI

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MSc (Computer Science)

## OBJECTIVE

Aspiring a suitable position in an organization that provide where I can nurture and upgrade my skills, ultimately adding more value to the organization

## PROFILE SUMMARY

➢ **Completed MASTER'S IN COMPUTER SCIENCE** with hands on experience in various aspects including Hardware and Networking, Programming languages.
➢ Creative, resourceful, flexible and able to adapt to changing priorities and maintain a positive attitude and strong work ethic.
➢ Knowledge on Manual testing and Automation Testing.
➢ Strong knowledge on **Hardware and Networking.**
➢ Administer all IT infrastructure projects efficiently
➢ Proficient in Microsoft Office systems
➢ Effective communicator, able to maintain cultural sensitivity with members of diverse groups.
➢ A person with strong analytical, coordination, problem solving and decision-making skills.

## WORK EXPERIENCE

- Currently working as a system engineer in CDM Smith (March 2022 to till date)
- Worked as onsite support engineer in solid system global.
    Client: Siemens Healthineers (July 2021 to March 2022)
- Worked as ASC Engineer in Ricoh India Ltd
    Client: Siemens Healthineers (March 2018 to June 2021)
- Worked as hardware and network engineer Advance Technology (May 2017 to March 2018)

## IT PROFICIENCY

➢ Hardware troubleshooting, network troubleshooting, Network Printers.
➢ Router, switch, modem configuration.
➢ Software Installation, Outlook Configuration.
➢ FTNS certified professional.
➢ Knowledge on print server.
➢ Basic Knowledge on Cyber Security.

## EXPERIENCE SUMMARY

**CDM Smith**                                                                                          (March 2022 to till date)

**Keys and Responsibilities:**

➢ **IT Service Management** (ITSM) functions including Help Desk and Incident/Change/Problem/Knowledge Management, Provided support to all activities of system administration.
➢ Developed and maintained policies and procedures for project.
➢ Engineering & Operations including servers, storage, data/voice network, data centers, disaster recovery
➢ Determined and maintained service level agreements for all departments.
➢ Planning and managing Local Area Networking and **IT Vendor management**
➢ Backup and Restore System Data Configuring of mail clients (MS Outlook).
➢ Installation, configuration and troubleshooting of **operating systems** (WinXP/Vista/win7, Win8, win10 Linux).
➢ Experience and knowledge in ticketing tool like, SNOW, BMC Remedy
➢ Installation, Configuration of Network Printer & Local Printers, **Managing Print Server**.

**Solid System Global (Client Siemens Healthineers)**  (July 2021 to March 2022)

**Keys and Responsibilities:**

- ➤ **IT Service Management** (ITSM) functions including Help Desk and Incident/Change/Problem/Knowledge Management
- ➤ Determined and maintained service level agreements for all departments.
- ➤ Backup and Restore System Data Configuring of mail clients (MS Outlook).
- ➤ Installation, configuration and troubleshooting of **operating systems** (WinXP/Vista/win7, Win8, win10 Linux).
- ➤ Installation, Configuration of Network Printer & Local Printers, **Managing Print Server**.
- ➤ Provided support to all activities of system administration.
- ➤ Experience and knowledge in ticketing tool like, SNOW, BMC Remedy

**Ricoh India Ltd (Client Siemens Healthineers)**  (March 2018 to June 2021)

**Keys and Responsibilities:**

- ➤ **IT Service Management** (ITSM) functions including Help Desk and Incident/Change/Problem/Knowledge Management
- ➤ Developed and maintained policies and procedures for project.
- ➤ Determined and maintained service level agreements for all departments.
- ➤ Backup and Restore System Data Configuring of mail clients (MS Outlook).
- ➤ Installation, configuration and troubleshooting of **operating systems** (WinXP/Vista/win7, Win8, win10 Linux).
- ➤ Installation, Configuration of Network Printer & Local Printers, **Managing Print Server**.

**Advance Technology**  (May 2017 to  March 2018)

**Keys and Responsibilities:**

- ➤ Determined and maintained service level agreements.
- ➤ Planning and managing Local Area Networking and IT Vendor management
- ➤ Backup and Restore System Data Configuring of mail clients (MS Outlook).
- ➤ Installation, configuration and troubleshooting of operating systems (WinXP/Vista/win7, Win8, Linux).
- ➤ Installation, Configuration of Network Printer & Local Printers.

## ACADEMICS

Master of Science in Computer science from RCUB, Belagavi with 6 GPA

## PERSONAL DETAILS

- **Date of birth:** 22 July 1991
- **Address:** H No B-305 Nester Harmony, Outer Ring Road Mahadevapura Bangalore-560048
- **Languages known**: English, Kannada, Hindi.
- **Hobbies**: Cricket, listening to music, play mobile and desktop games.

## DECLARATION

I Hereby Declare, that all the above given Information are True to the Best of my knowledge.

**Place:**
**Date:**  **(Sagar S Joshi)**