

SAGAR YADAV

IT SYSTEM ENGINEER

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PROFILE

Experienced System Support Engineer with a proven track record of improving system efficiency and reducing downtime. Skilled in technical support, troubleshooting, and customer service, achieving 98% customer satisfaction rate.

EDUCATION

06/2015 – 05/2018
Mumbai

BSc. IT
Mumbai University
Course: AWS Cloud Computing

PROFESSIONAL EXPERIENCE

01/2024 – 06/2025
Mumbai

Desktop Support Engineer
Aarav Global Product & Services

- Provided first and second-level technical support to Multiple Number of end-users, resolving an average of 20 tickets per day.
- Diagnosed and resolved hardware issues including desktops, laptops, peripherals devices, performing repairs and upgrades as needed.
- Installed, configured, and troubleshoot operating systems(windows, etc.) and a variety of business applications (MS Office, O365, etc.).
- Managed user accounts and permissions in Active Directory, including creation, modification, and deletion.
- Configured and maintained network connectivity for users, including Wi-Fi, VPN, and basic network troubleshooting.
- Utilized remote support tools to assist users efficiently and effectively.
- Assisted with onboarding new employees, including workstation setup, software installation, and initial training.
- Maintained accurate records of all support activities and resolutions in the Zendesk ticketing system.
- Contributed to the development and maintenance of IT documentation and knowledge base articles.
- Collaborated with senior IT staff on more complex issues and infrastructure projects.
- Received positive feedback for excellent customer service and technical expertise.

07/2022 – 06/2023
Mumbai

Application Support Engineer
KGiSL Pvt. Ltd

- Experience as Application support in SQL database using SQL server 2017, 2019.
- Perform in-depth analyses of software application functionality and make recommendations for enhancements. Consult with the software development team, internal users, and clients to optimize application performance. Understand statement, Operators, function, Structured Query Language, using SQL server.
- Identify the root causes of application errors and escalate critical issues to the Product Team for resolution. Involved in writing MS SQL Select statement, Functions, SQL Clause and Views.
- Knowledge in creation, modification and effectively use of database objects like Tables, Constraint, Keys. Knowledge in SQL Join conditions and Store Procedures, in MS SQL Server.

- Maintain records of configuration changes and coordinate scheduled application updates. Develop tools to assist L1/L2 support teams in their investigation processes.
- Manage multiple tasks independently, prioritize under pressure, and meet deadlines in a fast-paced setting, all while maintaining high-quality work output.

12/2019 – 07/2022
Mumbai

Desktop Support Engineer

LDS Infotech Pvt. Ltd

- Addressing user tickets regarding hardware, software and networking.
- Hands-on experience with Windows/Linux/Mac OS environments.
- Working knowledge of office automation products and computer peripherals, like printers and scanners.
- Provide technical assistance and support for incoming queries and issues related desktop support, mobile device management, Video Conferencing support, VIP support.
- Walking customers through installing applications and computer peripherals.
- Asking targeted questions to diagnose problems.
- Guide users with simple, step-by-step instructions
- Conduct remote troubleshooting
- Test alternative pathways until you resolve an issue
- Customize desktop applications to meet user needs

SKILLS

- **Operating Systems:** Windows 11/10/8/7, macOS, Basic Linux
- **Hardware:** Desktop PCs, Laptops, Printers, Scanners, Mobile Devices, Networking Equipment (Routers, Switches, Access Points)
- **Software:** Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), O365, Adobe Creative Suite, Various Business Applications, Antivirus/Malware Tools
- **Networking:** TCP/IP, DNS, DHCP, VPN, Wi-Fi Configuration, Basic Network Troubleshooting
- **Ticketing Systems:** ServiceNow, Jira, Zendesk, ConnectWise (or specific systems you've used)
- **Remote Support Tools:** TeamViewer, AnyDesk, Remote Desktop Connection
- **Other:** Active Directory, Group Policy, PowerShell Scripting (basic), Data Backup & Recovery, System Imaging, Asset Management, IT Documentation, Customer Service, Troubleshooting, Problem Solving, Communication
- Cloud Technology (AWS)
- VMWare, Active Directory, Backups and Network Monitoring.
- Configuration of VPC, Subnets, VPC Peering, & Site to Site VPN.
- Configuration of IAM Policies & Roles, Cross Account Access.
- Configuration of Domain / DNS management via Hosted Zones in Route53.