

CHETAN DESHMUKH

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OBJECTIVE

Looking for a position of Technical Support Engineer in an organization where I can implement my technical skills for achieving company's goals along with offering exceptional customer service to customer

EDUCATION

- Master in Business Administrator, Operation Management**, Welinkar institute of management, Mumbai Persuing
- Bachelor of Computer Science**, Savitribai Phule University 2016-2020

TECHNICAL SKILLS

- Knowledge of Windows, Linux, MAC OS operating Systems
- Sound knowledge of LAN/WAN/MAN
- Extensive knowledge of computer systems
- Networking Configuration
- Proficient knowledge of CISCO routers & switches
- Sound knowledge of DHCP server, TCP/IP Protocol

EXPERIENCE

- Step Infotech, Nashik- Technical Support Engineer** Jan 2023 – Currenly Working
Nashik

- Identifying solutions related with software and hardware technical issues
- Troubleshooting and diagnosing account setup and network configuration related issues
- Identifying the root cause of technical problem by connecting with clients
- Providing technical assistance to clients via phone calls, emails & chats
- Escalation of technical issues to respective teams
- Preparing timely reports & providing accurate & prompt feedback to clients
- Ensuring proper logging of all technical issues and prioritizing open issues
- Documentation of technical knowledge in manual & note form
- Maintaining good relations with clients

- Rishabh Instrument Ltd, Nashik- Technical Support Engineer** Sep 2020- July 2022
Nashik

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PROJECTS

E-Campus Project - An **E-campus** refers to a digital or virtual platform designed to deliver educational services, courses, and resources online. It allows students, instructors, and administrators to access and manage academic content, communication tools, and administrative functions over the internet, simulating a traditional campus experience in a virtual environment.

Short Project Title - 1. "Virtual Campus Hub" 2. "E-Learn Central" 3. "CampusConnect" 4. "Digital Academy" 5. "EduPortal" 6. "LearnSphere" 7. "Smart Campus" 8. "E-Campus Gateway" 9. "EduVerse" 10. "iCampus"

EXTRA-CURRICULAR ACTIVITIES

- **Skill Development:** Students gain practical skills such as teamwork, leadership, communication, and time management.
- **Networking:** Students meet like-minded peers and professionals who may help in future career opportunities.
- **Holistic Growth:** Helps in the overall personality development and creates a balanced individual capable of handling both academic and non-academic challenges.
- **College Applications:** Extracurriculars strengthen college or scholarship applications, demonstrating initiative and well-roundedness.
- **Stress Relief:** These activities offer students a break from academic pressures, promoting mental and emotional well-being.

LEADERSHIP

- In an **E-campus** environment, leadership plays a key role in creating a culture of collaboration, learning, and innovation. For students, developing leadership skills through extracurricular activities, group projects, and online student councils can provide opportunities to practice these skills in a virtual setting.
 - **Managing and motivating remote teams.**
 - **Ensuring effective communication** between students, faculty, and support staff.
 - **Facilitating an inclusive and supportive learning environment** for diverse students.
 - **Implementing change and adapting to technological advancements** that enhance the virtual learning experience.
- Leadership development can be integrated into the e-campus through leadership courses, virtual seminars, mentoring programs, and student organizations.