

AMAN RAMCHANDANI

Senior IT Administrator Engineer



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Motivated and detail-oriented IT Support Engineer with 3 years of hands-on experience in providing technical support, troubleshooting hardware and software issues, and maintaining IT infrastructure in fast-paced environments. Proficient in diagnosing system errors, managing user accounts, and ensuring optimal system performance. Strong knowledge of Windows/Linux operating systems, networking protocols, and cybersecurity basics. Adept at delivering user training and support with excellent communication and problem-solving skills. Committed to ensuring seamless IT operations and enhancing user satisfaction through proactive support and timely solutions.

EXPERIENCE

• Wipro Technologies (Pune) | June 2024 - Present

Senior IT Administrator Engineer

- Knowledge of Active Directory, Azure Active Directory, Identity Access Management(IAM), Service Now.
- Knowledge about service catalogs, incident management, case management, change management and have Experience in managing service desk emails.
- Input requests into problem tracking database and assign Tier 2 group for resolution.
- Troubleshooting IT-related issues for a user population of Wipro employees and clients using Wipro proprietary software via remote access.
- Contribute to improving user support by actively responding to queries and handling complaints.
- Establish best practices through the entire Tier1 support process.
- Proactively report unusual and recurring issues to management.
- Complete administrative tasks, such as tracking emails/tickets, assisting with organizational efforts.

• Lauren IT (TIAA) | August 2023 - June 2024

System Engineer

- An experienced IT Infrastructure Engineer possess excellent leadership skills, a highly motivated goal-oriented IT technician, Sound communication skills, Ability to multitask, Exceptional customer service skill, 2 years of progressive responsibility in an IT Infrastructure.
- Worked for US and UK Clients. Incident/ problem management Tool- Service-now, Active Directory, Azure Active Directory, Office 365, Intune.
- Troubleshooting IT-related issues for a user population of TIA employees and clients using TIA proprietary software via telephone and remote access.
- Additional TAC projects/tasks as assigned based on performance.
- Hands on experience with troubleshooting Outlook 2010/2016 within a network environment (permissions, calendar sharing, and delegation).

• Cogent E-Services | November 2022 - August 2023

Desktop Support

- Maintaining the computer networks of all types of organizations, providing technical support & ensuring the whole company runs smoothly
- Monitoring and maintaining the company computer systems, installs, and configures hardware & software, and solves technical issues as they arise
- Ensuring the highest levels of network connectivity and infrastructure availability.
- Troubleshooting, diagnosing, and resolving hardware, software, & other network and system problem.

SKILLS

- Service Now
- Deep Learning
- Algorithms
- Firewall
- Azure
- Active Directory
- Information Security
- InTune
- Java
- Network security
- Office 365
- Scm
- Vpn
- Agile Methodology
- Azure Active Directory
- ITIL

CERTIFICATIONS

- C & C++
- Java
- Cyber Security

EDUCATION

- **BTech Computer Science** | 2018 - 2022
Savitribai Phule Pune University
- **HSC** | 2016 - 2017
MS Gosavi Junior College
- **SSC** | 2014 - 2015
Nirmala Convent High School

LANGUAGES

- *ENGLISH*
- *MARATHI*
- *HINDI*

COURSES

- *Apache Server (2018)*
- *Talent Battle (2022)*

ACHIEVEMENTS

- **Got the Best performance of the quarter Award**
Due to this achievement, i got to learn many things from my organisation and this award motivated me to learn many new things.

VOLUNTEER PROJECTS

- **Face Dectection with Age & Gender**
Age and gender detection technology is built using deep learning algorithms that analyze facial features such as the shape of the face, wrinkles, and eye and mouth positions. These features are then compared against a database of images to determine the age and gender of the individual. This project deals to build a gender and age detector that can approximately guess the gender and age of the person (Face) in a picture Using Deep Learning on the Adience.