

S. Jagdish Godbole

**Plot No.17,Seva Nagar
Nagarpara East
Orissa--31234000
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OBJECTIVE:

To enhance and utilize my skills in the field of Systems Administration.

PROFESSIONAL EXPERIENCE:

June 2007 to present

Technical Expert in INTEGRATED ENTERPRISES.

Responsibilities:

- Troubleshooting related to software and hardware for all Integrated Desktops.
- Troubleshooting Integrated Printers and Laptops.
- Installing Windows operating systems for Consumer support.
- Supporting Consumers in US through voice and Email.

June 2005 to November 2006.

Customer Support Executive for NABISCO

Responsibilities:

- Troubleshooting internal IT related issues for NABISCO Employees.
- Generating reports for the productivity for the day.
- Resetting passwords for the applications run by the company.
- Interacting with the employees of HSBC globally for IT related issues.
- Troubleshooting VPNs and Laptops.

Achievements:

- Best performer in providing faster resolutions.
- Best performer for maintaining quality on calls & maintaining AHT.

STRENGTHS:

- Excellent Communication Skills
- Capable of troubleshooting even the most complicated Microsoft applications
- Good customer interaction
- Able to work under pressure
- Good team player

COMPUTER PROFICIENCY:

Operating Systems: Windows 2000/NT/XP/Vista, MS-Office, MS-DOS & Networking concepts.

EDUCATION:

- Currently finishing a course for Microsoft Certified System Engineer
- B.Sc.(Computers) from ABCD University- 2007
- Intermediate from St.Thomas College,Hyderabad-1995
- High School from National High School, Hyderabad - 1993

PERSONAL DETAILS:

Fathers Name	:	Roshan Lal Godbole
Date of Birth	:	12th August 1970
Marital Status	:	Single
Nationality	:	Indian
Languages Known	:	English, Telugu & Hindi