

Atharva Patil

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Objective

A detail-oriented IT professional with 1.5 years of experience in IT support, **network troubleshooting**, and systems administration. Proficient in diagnosing and resolving network issues involving **TCP/IP**, **DNS**, and **DHCP**, with hands-on experience in maintaining both wired and wireless connectivity. Currently preparing for the **CCNA certification** to deepen expertise in network fundamentals and routing protocols, while actively building practical cybersecurity skills through TryHackMe labs. Seeking a **networking role** to apply and expand technical knowledge in a challenging environment.

Experience

Desktop Engineer

S2 Infotech International Ltd (Client: Govt of Maharashtra, Mantralaya) | Mumbai, MH

(May 2025 - Present)

- Serve as the first point of contact for **network troubleshooting**, diagnosing and resolving connectivity issues related to **DNS**, **DHCP**, and **TCP/IP** protocols.
- **Deploy and maintain network configurations** for over 150 users, ensuring stable and secure wired (**LAN**) and wireless (**WLAN**) connectivity.
- Provide comprehensive **hardware and software support** for desktops, laptops (Windows/macOS), and mobile devices, ensuring minimal downtime.
- Manage and support high-profile video **conferencing meetings** using Polycom and Aver systems on platforms such as MS Teams, Zoom, Google Meet, and NIC.

Help Desk Technician

SP Consultancy | Mumbai, MH (Dec 2023 – Dec 2024)

- Provided remote IT support, troubleshooting hardware, software, and **network issues** to enhance user productivity.
- Managed **operating system updates, patches, and security configurations** to ensure system stability.
- Diagnosed and resolved **hardware malfunctions**, including desktops, laptops, and peripherals.
- Performed **network troubleshooting**, addressing connectivity issues and assisting with basic configurations.
- Documented technical issues and solutions to improve the company's **knowledge base** and prevent recurring problems.

Education

Bachelor of Computer Applications (BCA)

Amrita Vishwa Vidyapeetham (2021 – 2024)

CGPA: 8.61

Diploma in Hardware & Networking

Kokane's Kohinoor Technical Institute (Jan 2024 - Oct 2024)

Technical Skills

Networking: TCP/IP, DNS, DHCP, LAN/WAN, Router & Switch Configuration, Basic Firewall Configuration.

Operating Systems: Windows (10/11), Windows Server 2019, macOS, Linux (Ubuntu, CentOS, Kali, ParrotOS)

IT Support & Hardware: Active Directory, Hardware Repair & Troubleshooting, IT Service Management (ITSM) & Ticketing Systems, Remote Support Tools (AnyDesk, TeamViewer)

Virtualization & Cloud: VMware, VirtualBox, Google Cloud Platform (GCP)

Scripting & Automation: Python (Beginner)

Certificates & Achievements

- CCNA Certification (In Progress)
- TryHackMe Learning Paths (Pre-Security Path Completed)
- MKCL Certifications: Network Support (98%), Security Support (98%), & Hardware Support (94%)
- Certificate in PC Maintenance - MSBVET (*Passed with 90%*)