RESUME

NAME**: Sandeep Hegadal**

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CAREER OBJECTIVE

Aspire a career in an organization, that provides challenges as well as opportunities to develop one's own skill sets, as a part of the company's enhancement.

PROFESSIONAL EXPERIENCE:

Job Title: Lab Instructor   **Employer:** K.L.E Institution of Technology, Hubli

Location: Hubblli   **Start Date:** Aug 2024 to Onwards

Job Title: Technical Support Engineer   **Employer:** MWB Technologies India Pvt Ltd

Location: Hubblli   **Start Date:** Sept 2022 to Sept 2023

Job Title: Customer Support Engineer   **Employer:** Triya Solution Pvt Ltd

Location: Hubblli   **Start Date:** May 2020 to June 2022

Job Title: Engineer Service   **Employer:** F1 info solution and Services Pvt ltd

Location: Hubblli   **Start Date:** April 2018 to Jan 2020

EDUCATIONAL DETAILS

Collage Name: P.C Jabin Science College

Degree: Bachelor of Computer Application (BCA)

Location: Hubballi   **Aggregate: 60.36**

Certification:
- Java Full Stack developer I Certification (Java Full Stack Certified from LCC Hubblli)

SOFTWARE SKILLS
- Front End: **HTML 5, CSS, JavaScript**
- Back End: **Java, Spring Boot, J2EE**
- Database: **Oracle**

PROFESSIONAL SUMMARY

Technical Support Engineer with 4 years of experience in providing high-quality technical assistance, Troubleshooting and support across a wide range of IT environments. Adept at diagnosing hardware, software, and network-related issues, Experienced in system installations, configurations, and maintenance, as well as monitoring and optimizing system performance Passionate about staying up-to-date with evolving technologies to deliver effective solutions and improve overall system reliability.

Key Skills:

- Hardware & Software Troubleshooting
- Network Configuration & Connectivity Support
- Operating Systems (Windows)
- Incident & Problem Management
- System Installation & Maintenance
- Knowledge Base & Documentation
- Collaboration & Teamwork

ROLES & RESPONSIBILITIES:

❖ **Hardware and Software Troubleshooting**

- Ability to identify and resolve both hardware and software issues across a variety of devices and systems. This includes diagnosing issues such as malfunctioning hardware, system crashes, software conflicts, and performance degradation. Troubleshooting may involve checking system logs, performing root cause analysis, and testing hardware components.

❖ **Operating Systems Support (Windows)**

- Proficient in providing support for various operating systems, including Windows, Linux, and macOS. Knowledgeable in system configuration.

❖ **System Installation and Maintenance**

- Capable of performing system installations, upgrades, and routine maintenance to ensure smooth operation. This includes installing new hardware components, configuring software applications, updating firmware, and applying necessary patches to optimize performance and security.

❖ **Technical Documentation and Reporting**

- Skilled in documenting technical issues, solutions, and workflows in a structured manner. This includes generating incident reports, updating support tickets, and writing knowledge base articles to ensure efficient collaboration within the team and with other departments.

Achievement

- Participated in seminars, paper presentation.
- Got 3nd prize in Quiz in the college Tech fest competition.
- Participated in computer quiz competition

Personal information

Name – Sandeep Hegadal

Father name – Shrikant Hegadal

Date of birth – 13-Aug-1993

Language – Kannada, English, Hindi

Address - # 64 Sagar Colony Santhosh Nagar

            Near J.K School, Hubli

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: Hubblli   Your Faithfully

Date: 05/11/2024   (Sandeep S Hegadal)