PRIYESH SHAILESH KULKARNI

IT SUPPORT EXECUTIVE

✉ priyeshkulkarni1@gmail.com   📞 7030079638

📍 Kothrud,Pune-38   📅 11th July 1999

in https://www.linkedin.com/in/priyeshskulkarni/   ↖ priyeshskulkarni.in

---

PROFILE

I am Priyesh Shailesh Kulkarni, a Master's in Computer Science graduate with a proven track record in IT support. My ability to effectively manage IT tasks and exceed performance expectations has resulted in high levels of client satisfaction. I am confident in my ability to contribute positively to your team and look forward to the opportunity to further discuss my qualifications and experience.

PROFESSIONAL EXPERIENCE

June 2023 – present
PUNE, INDIA

IT SUPPORT EXECUTIVE
ETHIQUAL GLOBAL PVT LTD(MIT-WPU)
At MIT-WPU, I serve as an IT Support Executive, responsible for providing technical assistance and support related to computer systems, hardware, and software. I handle troubleshooting, maintenance, and repair tasks, ensuring the smooth operation of IT infrastructure. My role involves assisting end-users with technical issues, conducting system upgrades, and implementing security measures. This position allows me to leverage my expertise in IT support and contribute to the efficient functioning of the organization's technology resources.

October 2022 – April 2023
PUNE, INDIA

TECHNICAL AND CLOUD SUPPORT ENGINEER
FORSTU.CO
During my tenure at FORSTU.co, I gained over 6 months of hands-on experience in technical and customer support. As a Junior Cloud Support Engineer, I effectively resolved technical issues, ensuring client satisfaction. This experience honed my problem-solving abilities and deepened my technical knowledge.

COURSES

December 2022 – March 2023
PUNE, INDIA

AWS CLOUD PRACTITIONER
MAGIC BUS FOUNDATION
During my AWS Cloud Practitioner course at Magic Bus Foundation India, I learned:

1. AWS Services: EC2, S3, RDS, IAM, VPC, CloudFormation, and CloudWatch.
2. Cloud Computing Basics: Benefits, deployment models, and service models.

3. AWS Pricing and Billing: Pricing models, cost management strategies, and billing tools.
4. Security Best Practices: IAM policies, encryption methods, and compliance standards.
5. Networking: TCP/IP, DNS, VPN, and routing in AWS.
6. Storage Solutions: S3, EBS, RDS, DynamoDB, and Aurora.
7. Monitoring and Logging: AWS CloudWatch for performance analysis.
8. Automation and DevOps: AWS CloudFormation and DevOps principles.
9. Troubleshooting: Diagnosing and resolving technical issues.
10. Certification Preparation: AWS Certified Cloud Practitioner exam topics and practice questions.
11. Teamwork and Collaboration: Group projects and communication skills.
12. Time Management: Balancing coursework, labs, and exam preparation.
13. Continuous Learning: Staying updated with AWS technologies and best practices.

SKILLS

AWS CLOUD SUPPORT ● ● ● ○ ○

1. AWS Services: Proficient in AWS services such as EC2, S3, RDS, IAM, VPC, CloudFormation, CloudWatch, etc.
2. Troubleshooting: Ability to diagnose and resolve technical issues related to AWS infrastructure.
3. Networking: Understanding of networking concepts, including TCP/IP, DNS, VPN, and routing.
4. Security: Knowledge of AWS security best practices, IAM policies, and encryption methods.
5. Scripting: Familiarity with scripting languages like Python, PowerShell, or Bash for automation tasks.
6. Monitoring: Experience with monitoring tools like CloudWatch, Grafana, or Prometheus for performance analysis.
7. DevOps: Understanding of DevOps principles and experience with CI/CD pipelines, Git, and Jenkins.
8. Database Management: Knowledge of database technologies like MySQL, PostgreSQL, or DynamoDB.
9. Communication: Strong communication skills to interact with clients and team members effectively.
10. Problem-solving: Ability to troubleshoot complex issues and provide timely solutions.

IT SUPPORT EXECUTIVE ● ● ● ● ●

1. Technical Support: Experience in providing technical assistance to end-users for hardware, software, and network issues.
2. Troubleshooting: Ability to diagnose and resolve technical problems promptly.
3. Customer Service: Strong customer service skills to handle user inquiries and ensure customer satisfaction.
4. Hardware Knowledge: Understanding of computer hardware components and peripherals.
5. Software Knowledge: Familiarity with operating systems (Windows, macOS, Linux) and common software applications.
6. Network Administration: Basic knowledge of network configurations, IP addressing, and network troubleshooting.
7. Security Awareness: Understanding of cybersecurity best practices and data protection measures.
8. Documentation: Ability to maintain accurate records and documentation of support activities.
9. Communication: Effective verbal and written communication skills to convey technical information.
10. Adaptability: Ability to adapt to new technologies and learn new skills as needed.

CERTIFICATES

- AWS CLOUD CERTIFIED PRACTITIONER

EDUCATION

August 2021 – April 2023
PUNE, INDIA
MASTER'S IN COMPUTER SCIENCE
BHARATI VIDYAPEETH UNIVERSITY

June 2018 – April 2021
DAPOLI, INDIA
BACHELOR'S IN COMPUTER SCIENCE
MUMBAI UNIVERSITY

LANGUAGES

- ENGLISH
- HINDI
- MARATHI

INTERESTS

- TRECKKING
- MUSIC
- PHOTOGRAPHY
- VIDEOGRAPHY
- DIGITAL ART

DECLARATION

I hereby declare that all the above-mentioned information is correct to the best of my knowledge.

PRIYESH SHAILESH KULKARNI