



Adnan Nasir Khan

Product Specialist.

CompTIA A+ & N+ certified sophisticated and seasoned IT professional. Extensive exposure of handling administration, installation, and support of client/server hardware, software, peripherals, and networked systems for MS Windows 2016 Server, Windows 7, 8 & 10 operating system. Excellent time management skills with proven ability to work accurately and quickly prioritize, coordinate, and consolidate tasks, whilst simultaneously managing the diverse range of function from multiple sources. Exceptionally well organized with a track record that demonstrates self-motivation, creativity, and initiative to achieve both personal and corporate goals.

Contact

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Education

2023

Master's in Computer Science

Pune University

2021

Bachelor's in Computer Science

Pune University

Certifications

CompTIA A+ IT Fundamentals

Redhat Certified System Administrator

CompTIA Network+

ITIL® 4

Microsoft 365 Fundamentals: Cloud Services
& Principles

Service Desk, IT Asset, Service Configuration, and
Change Control Management

Language

English

Hindi

Experience

November 2022 to Present

Mercans – HRM and Payroll. | Remote - Work From Home

Senior Product Specialist.

Respond to and manage incidents related to application failures or performance issues. Follow established incident management processes, document incidents, and coordinate with relevant teams to resolve them within agreed-upon service level agreements (SLAs). Collaborate with development teams to deploy new application releases or updates. Ensure proper configuration and setup of application in different environments (e.g., staging, acceptance, production). Provide technical support to end-users, addressing their questions, issues, and requests related to the application. This may involve troubleshooting user problems, providing guidance on application usage. Perform root cause analysis for recurring or critical incidents, identify underlying issues, and propose preventive measures or system improvements to mitigate future problems.

Jan 2022 to October 2022

Mphasis Limited | Pune, Maharashtra, India.

Level 2 Technical Support Engineer.

Research, diagnose, troubleshoot, and resolve customer issues in an accurate and timely manner. Worked with multiple teams like User Access Management and AWS for Diagnosing and Repairing faults, configuring operating systems and using remote desktop connections for immediate support. Responsible for working with different systems, software, and hardware and following standard procedures to escalate unresolved issues to appropriate internal departments. Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams.

Jan 2021 to December 2021

Lead Centrix Pvt Ltd. | Pune, Maharashtra, India.

IT Systems and Network Administrator.

Oversaw and maintained multiple server environments, including Windows and Linux. Equipped the company with scalable systems which improved business growth and system availability, averaging a high uptime. Implemented system security by configuring, monitoring, and maintaining email applications and virus protection software. Administered LAN of multiple users and servers. Handled multiple CRM's as per Clients Requirements for B2B Lead Generation Industry.

Reference

Dinesh Babu

Head - Payroll Operations Support,
Mercans - HRM and Payroll

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Imran Zia

Technical Product Support,
Mercans - HRM and Payroll

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