# KRUSHNA VIDHATE

Technical Support Engineer - Hardware & Software

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## PROFESSIONAL SUMMARY

Technical Support Engineer with over 1 year of hands-on experience resolving hardware, software, and network issues over chat, email, and voice. Comfortable installing and configuring operating systems and applications, troubleshooting PC/laptop hardware, and logging work in ticketing/CRM systems. Known for clear communication, steady analytical thinking, and consistently high customer satisfaction in fast-paced, shift-based support environments.

## KEY SKILLS

- Hardware troubleshooting - desktops, laptops, printers & peripherals
- Basic networking - LAN/Wi-Fi setup & IP troubleshooting
- Customer support via chat, email & voice
- Analytical & problem-solving skills
- OS installation, configuration & software patching
- Ticketing/CRM systems & remote desktop support
- MS Excel, SQL, Power BI & Python (fundamentals)
- Rotational shifts & UK shift flexibility

## WORK EXPERIENCE

**Technical Support Engineer - Pune, India**

*June 2025 - Present*

- Provide first-line hardware and software support to customers via chat, email, and voice, ensuring prompt and accurate resolution.
- Diagnose and troubleshoot desktop/laptop hardware faults and software or OS issues, escalating complex cases while owning the customer experience.
- Guide customers through driver installation, software configuration, and basic connectivity troubleshooting.
- Maintain high CSAT scores by following process guidelines and professional telephone etiquette.
- Log and track customer interactions accurately in the ticketing/CRM system for process consistency.
- Collaborate with cross-functional teams to resolve recurring issues and keep technical process knowledge current.

## PROJECT

**Human Resources Management System**

- Developed a human resources management system within a 153-day deadline, streamlining onboarding and cutting onboarding time by 30%.
- Collaborated with cross-functional teams to implement the system, improving employee data accuracy by 25%.
- Designed a user-friendly interface, increasing employee engagement with the platform by 20%.

## EDUCATION

M.Com - Pune University, 2024

B.Com - Pune University, 2022

12th (HSC) - CBSE, 2019

10th (SSC) - Maharashtra State Board, 2017

## CERTIFICATIONS

Data Analyst Certification - KDN Infotech, Pune, 2025

Technical Support Engineer Certification – Lenovo 2025

## LANGUAGES

English | Hindi | Marathi