

PRADEEP PANSARE

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PROFESSIONAL SUMMARY

IT professional and CS graduate with 2+ years of enterprise service desk experience supporting healthcare clients in a high-volume, SLA-driven environment. Proven in onsite and remote incident resolution, ITSM transformation, ticket lifecycle management, and end-user support across diverse enterprise applications. Experienced with 24/7 on-call production coverage, HIPAA compliance, and stakeholder communication. Strong communicator with a service-first mindset and a 90% first-call resolution rate.

TECHNICAL SKILLS

Help Desk & Support: Incident & request management, SLA adherence, ITSM (Remedyforce/ServiceNow – admin), ITSM transformation & continuous improvement, ITIL frameworks, Bomgar BeyondTrust (admin), 24/7 on-call, escalation management, knowledge base authoring
Systems & Networking: Windows 11, Active Directory, DNS/DHCP, Group Policy, GlobalProtect VPN, TCP/IP, Microsoft 365 (Teams, Outlook, OneDrive), RingCentral, Smartsheet, Chrome/Edge/Firefox, system imaging, PXE boot (Entra/MDT), OOBE/Autopilot, network drives, firewall config
Devices & Compliance: Android & iOS, AirWatch MDM, app deployment, remote wipe, network & wireless printer setup, HIPAA compliance, Telehealth support, patient data confidentiality
Platforms & Automation: Elasticsearch/Kibana (admin), Aisera AI (admin), OpenAI GPT API, Python, Bash, Docker, REST APIs, CI/CD, AWS (foundational), Linux, VMware

WORK EXPERIENCE

Technical Support Analyst | LanguageLine Solutions | Monterey, CA Sept 2023 – Present

- **Delivered HIPAA-compliant onsite and remote IT support** (phone, chat, email) to **hospital clients, interpreters, and corporate users across Windows 11 and macOS environments**; provided **white-glove support to executive leadership (CEO, CFO, CMO)**; resolved **10–15 daily incidents within SLAs with 90% first-call resolution** across **Microsoft 365, GlobalProtect VPN, RingCentral, Smartsheet, Telehealth, Zoom, and CxOne VoIP/SIP**; troubleshot **AV and conference room technologies** (projectors, displays, audio).
- Trained and onboarded **2 new IT support hires**, guiding them through ticketing workflows, escalation procedures, remote support tools, and documentation standards.
- Participated in **24/7 NOC monitoring and on-call rotations**; proactively identified **system health and security issues**, investigated **endpoint alerts using CrowdStrike Falcon**, escalated incidents within **SLA targets**, and communicated **real-time status updates to stakeholders**.
- **Administering ServiceNow platform** during ongoing **enterprise Remedyforce-to-ServiceNow migration**; optimizing **ITSM workflows**, supporting **Incident/Request/Change processes**, and collaborating **cross-functionally** to enhance service delivery.
- Managed **user identity lifecycle across Active Directory and Azure Entra ID**, including **onboarding/offboarding, access provisioning, group membership, RBAC, and compliance with security policies**.
- Administered **enterprise remote support platforms** including **BeyondTrust (Bomgar) and BeyondSupport**; managed **access controls, session permissions**, and configurations for **secure remote troubleshooting**.
- Performed **system imaging and device provisioning** using **MDT, Entra PXE boot, and Autopilot**; administered **AirWatch MDM** for iOS and Android devices (**app deployment, compliance enforcement, remote wipe**).
- Administered **Elasticsearch and Kibana**, creating **20+ dashboards and 15+ automated Watcher alerts (JSON, Query DSL)** to enable **proactive monitoring** and support **99.99% platform uptime**.
- Configured and supported **network and wireless printers** (IP addressing, drivers, address books) and assisted with **data center operations** including **HVAC/environmental monitoring**.
- Developed **AI-driven “TSA AI Inspector” application** to analyze interpreter logs and **automate ticket response generation**; integrated **ChatGPT-powered chatbot** for **natural language querying** and connected **Datadog, Elasticsearch/Kibana, Remedyforce, and Salesforce APIs**; currently in **QA with 30 support engineers** ahead of production rollout.

Programs TA / IT Support | DigitalNest | Salinas, CA May – Aug 2023

- Delivered **IT support for workstations, mobile devices, and network connectivity**, troubleshooting hardware/software issues to ensure reliable operations.
- Supported CS instructors in teaching **students coding and networking fundamentals**, translating complex technical concepts for non-technical audiences.

Software Engineer Intern | CTI – CodeDay | Remote Jun – Aug 2022

- Built a Vale Linter Bot using **Python and Docker** to integrate automated documentation validation into **CI pipelines**, improving consistency across open-source projects used by thousands of contributors.
- Developed custom Vale rules and **Python scripts** to enforce editorial standards and detect documentation issues; collaborated with maintainers via **GitHub** to propose **CI/CD integration** and submitted pull requests.

EDUCATION

M.S. Information Technology, Network Design & Security | Liberty University *Expected May 2027*

B.S. Computer Science, Software Engineering | Cal State Monterey Bay *May 2023*

CSin3 Scholar (\$14,000 Merit Scholarship) | Coursework: Computer Networks, Operating Systems, Software Engineering, Database Systems, Algorithms

CERTIFICATIONS

Elasticsearch Engineer, Elastic Training Program (Aug 2024, 24 hrs) • AWS Educate Machine Learning Foundations • Hands-On Analytics Engineering – LinkedIn Learning (Jun 2025) • Cisco CCNA (In Progress) • CompTia A+(In Progress)