

Swapnil Sanjay Kapane

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Objective

Enhance Mac support by utilizing JAMF 100 skills to streamline device management, ensure secure deployment, and provide effective troubleshooting for Apple devices.

Experience

- Unicorn Infosolutions Pvt Ltd Pune** 1/06/2022 - 25/05/2024
Service Engineer
Provided technical support to macOS users, resolving hardware and software issues promptly and effectively. Installed, configured, and maintained macOS systems for optimal performance. Collaborated with cross-functional teams to implement IT solutions and upgrades. Conducted user training sessions on macOS features and best practices. Documented support processes and procedures for future reference.
- SMSG Broadcast India Pvt Ltd** 25/05/2024 -
Support Engineer - Apple Specialist
Experienced Service Engineer specializing in Apple MacBook support for enterprise environments, with expertise in both hardware and software. Skilled in configuring, troubleshooting, and repairing macOS devices, as well as managing device deployment and ensuring security compliance. Adept at integrating MacBooks into corporate networks, providing cross-platform support, and delivering efficient technical solutions and user training.

Education

- SKN Sinhgad College of Engineering Korti Pandharpur** 2020
Bachelor's in Mechanical Engineering
7.89
- Karmyogi Polytechnic College Pandharpur** 2016
Diploma in Mechanical Engineering
69.59

Skills

- Apple Ecosystem Familiarity : Understanding the basics of macOS, iOS, iPadOS, and tvOS.
- Jamf Pro Overview : Familiarity with the core features and tools of Jamf Pro, including device management, inventory, and user management.
- Device Enrollment : Knowledge of different device enrollment methods such as Automated Device Enrollment (ADE) and manual setup.
- App Deployment : Understanding how to deploy apps to Apple devices using methods like VPP (Volume Purchasing Program) or Apple School Manager/Apple Business Manager.
- Configuration Profiles : Ability to create and manage configuration profiles to enforce policies like Wi-Fi settings, restrictions, or security features on devices.
- Security Basics : Knowledge of Apple's security protocols, such as FileVault encryption, passcode policies, and how to enforce them via Jamf.
- Troubleshooting : Basic troubleshooting skills related to device management, app deployment, and profile installation issues.
- Reporting and Inventory : Understanding how to gather inventory data and generate reports in Jamf Pro.

Achievements & Awards

- Outstanding Service Excellence Award - Viman Nagar Pune location : Consistently resolved the highest number of user tickets for 6+ months at Unicorn Infosolutions Pvt Ltd with a low dissatisfaction rate, ensuring high customer satisfaction and efficient issue resolution.
- Client Appreciation Award - Viman Nagar Pune : Received the highest number of positive Google reviews on the Unicorn Infosolutions Pvt Ltd service page, reflecting exceptional customer service, technical proficiency, and strong client relationships.

Deceleration

- I hereby declare that all above-mentioned information is in accordance with fact or truth up to my knowledge and I bear the responsibilities for the correctness of the above-mentioned particulars.

Certification

- Jamf Pro Associate - jamf 100
- Certified Mac Technician - Atlas_Apple official learning tool

Software

- Jamf console - The JAMF Console is the web-based interface used to manage Apple devices through JAMF Pro.
- GSX - Apple official diagnosis tool
- Atlas - Apple official learning platform
- Ease on - Unicorn ticketing tool
- Excitor - SRSG Ticketing tool



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