Resume

Name: Satendra Rawat
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PERSONAL SUMMARY

- A well-presented, well-mannered and articulate technical support professional with extensive experience of performing diagnostics and resolving a customer's technical problems via telephone, email and one to one.
- Looking for a challenging position in an Environment where I can best utilize my Skills.
- Worked with Global clients across multiple geographies.
- ITIL V3 Certified.
- Total Experience of 5 years and 5 Months.

PROFESSIONAL EXPERIENCE SUMMARY

Google India Pvt Ltd -From Sept 2019 to till date as Desktop Support Speacialist
LKQ India Pvt Ltd -From Jan 2018 to Sept 2019 as Desktop Support Engineer
Faasos Food Service Pvt Ltd -From March 2016 to Jan 2018 as System Engineer
Progressive InfoTech Ltd - From Nov 2014 to March 2016 as Desktop Support Engineer

KEY SKILLS AND COMPETENCIES

- A good working knowledge of all levels of Technical support.
- Responsible for creation of New User Active Directory Account.
- Provide Group Mailbox access, shared drive access.
- Handling and Maintaining Assets Management and Inventory.
- Working on Service Now & Guts Ticketing Tools
- Installation and Troubleshoot the Windows Server 2008 R2.
- Provided troubleshooting support to maintain all network support.
- Giving support on hardware and software related complaints.
- Working on active directory (Creating user profile ,Adding Group, Reset the password and other)

- Hands on experience in cabling, maintaining devices.
- Supporting the internal tools related issues, which is working in the company.
- Configure outlook and troubleshooting.
- Good understanding with end user problems and recruitment.
- CCTV setup and configuration & Biometric Setup.
- Skilled technical background in a hosted services environment including infrastructure networks, hardware, software and telecommunications.
- Reporting Monthly, Weekly & Daily incidents.
- Knowledge of all Microsoft office applications and operating systems.
- Experience of setting up and maintaining hardware and software systems.
- Ability to work shifts and weekends - occasional overtime/overnight. Having the ability to listen to, understand and diffuse difficult situations.
- Experience on configuration on office 365 and exchange.

PROFESSIONAL EXPERIENCE DETAILS

Role: Desktop Support Specialist
Organization: Google India Pvt Ltd

JOB PROFILE

- A good working knowledge of all levels of Technical support.
- Installing and diagnosis on all OS (Windows, Mac).
- Working on GUTS Ticketing Tools.
- Good understanding with end user problems.
- Resolving problems underlying escalated incidents and request.
- MS outlook configuration, Outlook backup & restore and troubleshooting.
- Network Printer installation and troubleshooting.
- Responsible for creation of New User Active Directory Account.
- Provide new user with relevant access as per the approval from respective team Line Managers.
- Handling and Maintaining Assets Management and Inventory.
- Supporting through DamWare Remoting tools.
- Supported clients working remotely via a VPN software client.
- Explain and document technical issues in a clear way to clients
- Use call logging system to accurately record telephone requests
- Experience on Bit Locker,SCCM and Citrix.

Role: Desktop Support Engineer
Organization: LKQ India Pvt Ltd

JOB PROFILE

- Resolving problems underlying escalated incidents and request.
- A good working knowledge of all levels of Technical support.
- Responsible for creation of New User Active Directory Account.
- Provide new user with relevant access as per the approval from respective team Line Managers.
- Provide Group Mailbox access, shared drive access
- A good working knowledge of all levels of Technical support.
- Working on Service Now Ticketing Tool.
- Installation and Troubleshoot the Windows Server 2008 R2.
- MS outlook configuration, Outlook backup & restore and troubleshooting.
- Working on active directory (Adding Group, Reset the password and other).
- Creating user profile and provide the permission.
- Ability to work shifts and weekends –occasional overtime/overnight and defuse difficult situations.
- Creation/Deletion Cisco Voip Phone and Jabber, Webex tools.
- Configuration Mobile Application like Mass 365 and MobileIron.
- Network Printer installation and troubleshooting.

Role: System Engineer
Organization: Faasos Food Service Pvt Ltd

JOB PROFILE

- Internet & LAN configuration, troubleshooting.
- Tracking all IT assets, their locations and owners.
- Issue H/W, S/W and accessories to users.
- OS installation: - Win XP, Win Vista, and Windows 7
- MS outlook configuration, Outlook backup & restore and troubleshooting.
- Printer installation and troubleshooting.
- Antivirus update & virus protection.
- Troubleshooting of hardware and O/S.

- Remote desktop and Remote assistance.
- User Profiles Backup and Restore.
- Sharing folder, sharing device & Printer.
- CCTV Setup and configuration & Biometric Setup and configuration.

Role: IT Support Engineer
Organization: **Progressive InfoTech Ltd**

JOB PROFILE
- Troubleshoot and resolve computer problems; built and upgraded systems; installed software; and performed general troubleshooting and maintenance for business clients
- Configure, troubleshoot outlook problems and maintained users .pst file in a separate server
- Recovered numerous lost files of critical information due to viruses and damaged hard drives
- Installation and configuration of Windows server 2003/2008&R2, Windows XP, Windows 7 and 8 operating systems.
- Performed regular system backups and recovery procedures, closely following SOPs to ensure system security
- Supported clients working remotely via a VPN software client over cable and Data cards

ACADEMIC QUALIFICATIONS

- MCA during 2011-2014 from the Oxford College of Science, Bangalore, Karnataka.
- BCA during 2008-2011 From GICTS College , Gwalior, Madhya Pradesh.
- Intermediate during 2007-2008 from Govt. School Lahar, Bhind, MP.
- S.S.C during 2006-2007 from Vikas Convent School Lahar, Bhind, MP.

PERSONAL DETAILS

Name: Satendra Rawat
Father's Name: Ashok Kumar Rawat
Date of Birth: 12-07-1991
Gender: Male
Nationality: Indian

Languages Known: English and Hindi

DECLARATION

I hereby declare that the above furnished information is true to the best of my knowledge.

Place: Bangalore
Date: (Satendra Rawat)