Sumeet Sudhakar Rakshe
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CAREER OBJECTIVE:

To work with organization where, I get the opportunity to use my skills and be a part of a team in a company, where my hard work and technical skills will lead to growth of the company. I aspire to be an asset to the organization where, I will work sincerely, honestly and consistently performing my duties by making optimum use of available resources.

Summary:

Around 6 years and 8 months work experience in IT infrastructure management of desktop systems and LAN services on multiple Operating System.

EDUCATION:

Qualification	University/Board	Percentage	Year
B.C.A	Pune	56.75%	2013
H.S.C	Maharashtra	50.50%	2010
S.S.C	Maharashtra	71.84%	2008

TECHNICAL SKILL:

- ❖ Backup Tool: Symantec (VERITAS) Net backup Version 7.6, HPDP
- ❖ Operating System: Windows 2003/2000/2008/2012 Server, Windows 9x/xp.Windows-7, 8.
- ❖ Storage: IBM LTO Library, Model ult3580, Machine type: MT357Ll4.
- ❖ Server Hardware: HP Blade System, IBM.
- ❖ Virtual Environment: Microsoft Virtual PC, Workstation VMWARE.

Working Status:
1)Progressive Info vision Private Limited

Duration: 20 Dec 2019 To 22 Dec 2020
Designation: Technical Support Engineer/Desktop Support (DL2)
Site: Mahindra & Mahindra Chakan
2) **Trents Technology**
Duration:May 2015 to Sep 2019
Designation: System Administrator & Technical support Engineer
3)**3i Infotech**
Duration:Dec 2014 to Apr 2015
Designation: Technical support Engineer L2

FUNCTION SKILL:

- ❖ OS installation: - Windows 7, Window 8 and Windows10, Windows 2000, 2003 & 2007 Professional and Server, Windows XP.
- ❖ Microsoft Outlook 365 Configure and Troubleshooting.
- ❖ Knowledge of Active Directory, DNS, DHCP.
- ❖ Installing & configuring local and network printer.
- ❖ LAN Crimping.
- ❖ Maintain IT SLA.
- ❖ Maintain IT inventory.
- ❖ Providing Remote support to User.
- ❖ Asset Management -Taking User Undertaking form, follow with vendor regarding Assets.
- ❖ Hardware related ticket follow with vendor for closer.
- ❖ Creation of share folders, assigning security permissions to share folders.
- ❖ Printer Configuration, Assembling and Troubleshooting.
- ❖ Ability to troubleshoot the real time production problems.
- ❖ Co-ordination with vendors for hardware failures.
- ❖ Handling on Symantec Net Backup Software.
- ❖ Provides support in trouble-shooting and resolving all problems with Symantec backups, providing primary support on a rotating basis.
- ❖ Creating Problem reports for further escalation and coordinating with the various responsible groups until the incident has been resolved.
- ❖ Schedule and Monitoring HPDP backup jobs.

OTHER DC OPERTATION:

- ❖ Server and Other Networking Device's Installation in Data Center.
- ❖ Maintaining cleanliness in Data center.
- ❖ Observing Power usage for the server's and generating reports.
- ❖ Observing DC temperature and maintain the standard.
- ❖ Reporting to Team Leader and Manager by mail, Lync chat, call and sms.

BASIC ITIL OPERATION:

- ❖ Log a incidents / tickets and follow up with different support team until the closer,
  Within defined SLA timelines.
- ❖ Keep a track on all unresolved incidents / tickets and share the reports with management on daily basis.
- ❖ Share all reports like backup, DC temperature, and incidents / tickets track report on daily and monthly basis.

PERSONAL INFORMATION:

- ❖ Date of Birth   : 19th Jan 1993
- ❖ Language Known   : English, Hindi & Marathi
- ❖ Gender   : Male
- ❖ Marital Status   : Unmarried
- ❖ Nationality   : Indian

I am very much Confident of my Skills to work in a Team or Individually. I Hereby Declare, that all the above given

Information are true to the Best of my knowledge.

Date:

Sumeet Rakshe