

## RAHUL | SENIOR HELPDESK SPECIALIST

### TOP TECHNICAL COMPETENCIES

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- End User Support: Hardware & Software Support, MS Office Application Support, Printer Support, Desktop Network Connectivity Support, Third Party Application Support, AnyConnect VPN Support.
- Office 365: User Mailbox Administration, License & Mailbox Access Management, Azure Active Directory, Mail Trace.
- VMWare Virtual Desktops Access Troubleshooting.
- Intune: Device Compliance, Configuration Policies, Application Deployment.
- Active Directory: User Administration, Groups/OU Management.

### EMPLOYMENT

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#### **IT By Design**

SENIOR HELPDESK SPECIALIST

**November 2022 - Present**

#### **Sopra Steria**

ENGINEER INFRASTRUCTURE MANAGEMENT

**April 2022 – November 2022**

- Resolved technical escalation for users via calls, emails, and tickets on ServiceNow portal.
- Knowledge of Network, Laptop, Operating system, Office 365 issues.
- Creating and updating reports for KPIs and scorecards of Junior engineer.
- Experience in managing process improvement initiatives, technical and process training.

#### **UNITEDLEX**

IT ANALYST

**December 2020 – April 2021**

- Swiftly resolved technical issues for users via calls, emails and tickets on ServiceNow portal.
- Knowledge of ITIL framework on different service management modules (Incident, Knowledge, Change, Service and Request management).
- Set up different user access with strict adherence to guidelines.
- Experience in managing policies, mail flow rules, distribution groups, personal and shared mailboxes etc. on Exchange management console.
- Worked on PowerShell for managing Office 365 group memberships using scripts.
- Experience in managing Device compliance, Configuration policies, Applications etc. on Intune management console.
- Experience in managing Users and Group memberships, Licensing, Authentication methods etc. on Azure Active Directory.
- Experience in Software deployment, Troubleshooting and administration of devices using Manage Engine Desktop Central tool.

#### **HEADQUARTERS**

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- Monitored the devices within the organization that are non-compliant using NAC and taking the required action on them.
- Worked on SIEM tool Splunk for monitoring suspicious activities across organization and taking the appropriate action towards resolving the incidents.
- Experience in VMware and Azure Virtual desktops Administration.
- Worked directly with the other IT Teams for incident resolution and service request fulfillment.
- Experience in On-premises Active Directory to reset passwords, managing user-profiles and group-based policies.
- Troubleshoot software including Microsoft Office Applications, VMWare & Azure Virtual Desktops, Windows Applications, and AnyConnect VPN.
- Performed first-level problem determination and guided users through step-by-step solutions.
- Effectively managed and prioritized requests to reduce escalations.

## **VACO BINARY SEMANTICS LLP**

**July 2019 – December 2020**

### ASSOCIATE ANALYST

- Quality control of Shopping-Ads for Google Shopping Express.
- Captain of an internal team of 8 agents and responsible for completion of their KRAs that included their Production and Quality.
- Provided production support through problem analysis and resolution to correct deficiencies.
- Creating and managing the Guidelines and SOP for the team.

## **ADVANTAGE CLUB**

**August 2018 – March 2019**

### CUSTOMER ENGAGEMENT EXECUTIVE

- Resolved product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Coordinated with different brands and corporations for conducting events.
- Coordinated with potential customers by answering product and service questions.

## EDUCATIONAL QUALIFICATION

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- Bachelor of Technology

## IT BY DESIGN BOOT CAMP TRAINING | MSP TOOLS, SOLUTIONS, AND BEST PRACTICES:

- Trained on MSP Processes & Workflows - Ticket life-cycle, dispatch, time entries, change management, escalation Workflows, SLAs management, email etiquette, and customer service.
- Connect Wise Manage & Automate
- Windows Desktop Support (End-user computing)

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- Windows Server & AD Administration (Manage DNS and DHCP server)
- Office 365 User Management
- Onsite/ Online Backup & DR (Shadow Protect/ Datto)
- Security: SonicWALL Configuration, NAT Rules, Upgrades, Backup & Restore
- Installation/ Configuration Server/ Client OS

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