**Rajveer Damami**
**(Vadodara, Gujarat)**
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## Summary

- Experienced System Engineer with over two years of expertise in IT infrastructure management, network troubleshooting, and technical support.
- Skilled in Azure VM's, SSMS, and basic administration of Palo Alto and FortiGate, Active Directory, M365 Admin.
- Adept at configuring and maintaining network equipment and providing top-tier remote and onsite support. Collaborative Systems Engineer offering specialized experience in cloud technology implementation and virtualization initiatives.
- Reviews completed service requests and incidents for errors or omissions and identifies additional actions required to resolve outstanding issues and promote excellent customer service.
- Maintains and continually develops accurate product and application knowledge.

## Education

- Bachelor of Engineering (Computer Engineering), K.J. Institute of Engineering & Technology **2024**
- Diploma of Engineering (Computer Engineering), K D Polytechnic **2021**

## Certification

- Zyxel Certified Network Associate

## Technical Skills

- TCP/IP
- VPN
- Firewalls (Palo Alto, FortiGate)
- IT Asset Management
- MS 365 Admin Center
- Laptop/Desktop Configuration
- Router & Switch Configuration
- Help-desk & Technical Support
- Outlook PST/OST Management
- Network & Remote Troubleshooting
- IT Infrastructure
- Azure VMs
- Palo Alto (Basic)
- FortiGate (Basic)
- Active Directory User Management
- Server Backup
- Organizational Unit (OU) Management
- Microsoft Azure
- SQL
- IT Infrastructure Management
- Active Directory
- System solutions
- Office 365

**Cambay Solutions India Pvt. Ltd, Vadodara, GJ**     **May 2022 - Present**
 **System Engineer/Azure  Consultant**

**Responsibilities:**

- Managed and configured routers and switches to ensure seamless network connectivity and performance.
- Implemented and monitored VPN solutions to facilitate secure remote access for users.
- Conducted regular firewall management and rule configuration using Palo Alto and FortiGate firewalls to enhance network security.
- Provided technical support for laptop and desktop configurations, resolving hardware and software issues efficiently.
- Delivered first-line help desk support, troubleshooting and resolving network and remote connectivity issues for end-users.
- Assisted users with Outlook PST/OST management to ensure data integrity and accessibility.
- Oversaw IT asset management, tracking and optimizing hardware and software resources within the organization.
- Managed IT infrastructure, including server backup procedures, ensuring data protection and disaster recovery capabilities.

- Configured and maintained Azure VMs, optimizing cloud resources for operational efficiency.
- Administered Active Directory user management, including user account creation, modification, and Organizational Unit (OU) management.
- Supported Microsoft Azure and Office 365 environments, assisting users with application access and issue resolution.
- Utilized SQL for database management tasks, supporting data retrieval and reporting needs.
- Collaborated on system solutions to enhance operational processes and ensure optimal IT performance.
- Conducted assessments of IT infrastructure to identify and resolve performance issues, ensuring reliable service delivery.
- Developed and implemented best practices for IT infrastructure management, contributing to enhanced system availability and efficiency