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**Malad (E),Mumbai—400097,**

**Maharashtra, India.**

**Mobile: +91-7715077147**,

**+91-9920210906**

**Email:** [**mansurirahil68@yahoo.com**](mailto:mansurirahil68@yahoo.com)**,**

**mansurirahil37@gmail.com**

**Mr.Rahil G Mansuri**

**CAREER OBJECTIVE:**

To obtain a challenging position where I can utilize my knowledge of cloud and it should provide career growth.

**CAREER SUMMARY:**

A skillful, dynamic and multitalented person having Diploma in Networking and hardware engineering.

Excellent in implementing new and innovative networking ideas in the systems.

Expert in trouble shooting and maintaining the existing network system.

Excellent in developing the new and smooth communication channel for a group of people.

Excellent in maintaining the documents of related system.

**QUALITIES/ SKILLS**

• Operating systems

• Cloud computing

• Database systems

• Hardware and software installation

• Technical analysis

• Problem-solving

• Manage Azure identities and governance

• Implement and manage storage

• Deploy and manage Azure compute resources

• Implement and manage virtual networking

• Monitor and maintain Azure resources

**CERTIFICATION**

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| Microsoft Certified: Azure Administrator Associate |  |

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**EDUCATIONAL SUMMARY:**

Completed Diploma in Electronics & Telecommunication from Mumbai University in 2012.

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| --- | --- | --- | --- | --- |
| **Degree** | **Year** | **University** | **Institute** | **Percentage/Class** |
| Diploma  (EXTC) | 2012 | MUMBAI | KVMIT | 65% First |
| S.S.C | MARCH 2008 | MUMBAI | Yashodham High School, | 65.67 % First |

**TECHNICAL EXPOSURE:**

• Experience with desktop and laptop support.

• Experienced in using Microsoft Office Applications and supporting Office 365.

• Active Directory administration (Users and Computers).

• Support for desktops, laptops and printers.

• Ability to explain technical problems in a simple way.

• A team player who enjoys sharing knowledge with colleagues.

**EXPERIENCE:**

**1.Sureworks Infotech Pvt Ltd-Client-PNB MetLife India Insurance Company Limited- 28 March 2024 to 21 Aug 2024.**

**Designation: EUS support engineer L2**

•Ability to create, deploy applications and software packages like JAVA, Oracle, SQL database etc.

• I have used SDG manager for pushing packages of profile based software.

•EUC SCCM manager pushing system based application installing and uninstall software.

•Ensured the SCCM client software is running properly on all client computers.

•Monitored SCCM Sites, clients and updates status across the network.

•Continually looked for ways to improve, optimize, and streamline software deployment process in order to ensure smooth, uninterrupted delivery to the business users.

•Software Distribution by created Collections/Packages/Applications/Deployment

• I’m currently working day to day issue which occur in Desktop/Laptop Like VPN, Outlook, Teams, Password reset from Active directory.

•Basic Networking troubleshooting, Map Drive, Data Sharing.

• I’m currently working on configuration tickets for laptop/Desktop.

• Fixing all hardware and software related issue for laptop/Desktop.

•Installation and Configuration of Network printers & Scanners. Also provide with basic level of troubleshooting.

• I’m providing FCR calls through remote.

•Provided the Remote support using following software Manage Engine Tool.

•Antivirus (Crowdstirke).

•Worked on VPN upgradation activity (Cisco).

**2.Microland IT Services -Client- Kotak Life Insurance (28 September 2023 to 31 December 2023)**

**Designation: Remote support engineer L2**

•Handling PAN issue remotely.

• I Have worked on P1, P2, P3 and P4 tickets of IM & SR.

• I have provided FCR on calls through remote.

• I have worked on configuration tickets for laptop/Desktop

• I have worked on follow-up tickets P3 and P4 till closure.

• We have highlighted some major issues to concern team related outlook network down in branch.

•Basic Networking troubleshooting, Map Drive, Data Sharing.

•Working on Domain related issue.

•Having Knowledge remote tool SCCM.

•Working on ticketing tool (Smart center tool)

•Handling the Issues related to Network connectivity at PAN India and HO office.

•Proficient in handling escalated calls and providing 1st and 2nd Level Technical Support to end-users.

•Provided the Remote support using following software SCCM.

•Installation & Configuration of Network printers & Scanner and its basic level of troubleshooting.

•Antivirus version and patches updates as per policy. (CB client installation, Force point, MacAfee, Landmine).

•Have worked on VPN, outlook and URL related issue

•Working off a Service Management ticket queue, ensuring high urgency tickets are prioritized.

•Works independently in troubleshooting and providing solutions to unresolved hardware and software problems through trouble-ticket system.

**3.Team Computers Pvt Ltd-Client- BNP Paribas India Solutions (21 March 2022 to 16 September 2022)**

**Designation: Remote support engineer L2**

•Have worked on P1, P2, P3 and P4 tickets

• We send communication rollout through Email across PAN India to notify users.

• We have provided FCR on calls.

• We have worked on follow-up tickets P3 and P4 till closure.

• We have highlighted some major issues to our concern team.

•Basic Networking, Map Drive, Data Sharing.

•Perform other duties as assigned by manager like Sail point, send mail notification to user across PAN India and international.

•Working on Domain related issue.

•Having Knowledge of pushing software through SCCM and SDG Manager.

•Working on ITIL (Service Now tool)

•Handling the Issues related to Network connectivity at PAN India, international and HO office.

•Handling PAN issue remotely.

•Proficient in handling escalated calls and providing 1st and 2nd Level Technical Support to end-users.

•Provided the Remote support using following software Goverlan.

•Installation & Configuration of Network printers & Scanner and its basic level of troubleshooting.

•Antivirus version and patches updates as per policy. (CB client installation, Force point).

•Have worked on VPN related issue.

•Worked on every outlook related issue.

•Working off a Service Management ticket queue, ensuring high urgency tickets are prioritized.

•Works independently in troubleshooting and providing solutions to unresolved hardware and software problems through trouble-ticket system.

**4.Wipro Ltd Client -Shoppers Stop Limited (4 April 2019 to 9 April 2021)**

**Designation:System Administrator**

•Have worked on P1, P2, P3 and P4 tickets

• We send communication rollout through Email across PAN India to notify users.

• We have provided FCR on calls.

• We have worked on follow-up tickets P3 and P4 till closure.

• We have highlighted some major issues to our concern team.

•Handling PAN issue remotely.

•Proficient in handling escalated calls and providing 1st and 2nd Level Technical Support to end-users.

•Provided the Remote support using following software Bomgar Remote desktop connection

•Antivirus version and patches updates as per policy. (IBM Fix client installation, Cisco umbrella and Cisco AMP).

•Installation & Configuration of Network printers & Scanner and its basic level of troubleshooting.

•Provide professional technical support and troubleshooting for all Desktop, Laptop and network related problems.

•Handling the Issues related to Network connectivity at store level and SO office.

•Resolve Network and Software installation issues through remote.

•Network issues such as LAN\WAN and Wi-Fi.

•Worked on every outlook related issue.

•Have worked on VPN related issue means how to configure, installation and how to troubleshoot.

•Having Knowledge of SAP installation and configuration with troubleshooting.

•How to take Data Backup of all laptop users in Druva Server and knowledge about how to troubleshoot if backup not happening.

•Manage Antivirus (Cisco AMP).

•Basic Networking, Map Drive, Data Sharing.

•Working on Domain related issue.

•Working on ITIL (Maximo, and symphony Summit).

**5.Anunta Technology Management Pvt Ltd (From Dec 2017 to Dec 2018)**

**Designation: Remote desktop support engineer**

•I Have Worked with Anunta Technology Management Pvt Ltd as a

Remote Support Engineer from Dec 2017 to Dec 2018.

•I Have Worked on Network related problems Such as login into router, checking utilization for every location, preparing everyday reports for multiple clients for different location.

•I Have Worked on Server related problems Such as login into physical server, solving Server tickets.

•Provide professional technical support and troubleshooting for all Desktop, Laptop

and network related problems.

•Technical support with voice support, Maintenance, troubleshooting of various hardware, systems and applications

•Handling above 36 clients.

•Proficient in handling escalated calls and providing 1st and 2nd Level Technical Support to end-users.

6. **Henna Textiles Limited (Jan 2015 to 20 Nov 2017)**

**Designation: Desktop support engineer**

• Printer Sharing & Troubleshooting of shared printer.

• Data Sharing.

• Can work on Remote Software.

• Good knowledge of Desktop.

• Worked on Win XP, Win 8, Win 8.1 and Win 10.

• Basic Knowledge LAN & Wireless Networking.

•Proficient in handling escalated calls and providing 1st and 2nd Level Technical Support to end-users.

•Provide professional technical support and troubleshooting for all Desktop, Laptop

and network related problems.

**WORK EXPERIENCE:**

|  |  |
| --- | --- |
| **YEAR** | **COMPNAY** |
| **28 March 2024 to 21Aug 2024** | **Sureworks Infotech Pvt Ltd-Client-PNB MetLife India Insurance Company Limited** |
| **28 September 2023 to 31 December 2023** | **Microland IT Services -Client- Kotak Life Insurance** |
| **21 March 2022 to 16 September 2022** | **Team computers Pvt ltd-Client- BNP Paribas** |
| **4 April 2019 to 9 April 2021** | **Wipro Ltd- Client -SSL** |
| **Dec 2017 to Dec 2018** | **Onwards Eservices Pvt Ltd-Client-Anunta Technology Management Pvt Ltd** |
| **Jan 2015 to 20 Nov 2017** | **Henna Textiles Limited** |

**PROJECTS UNDERTAKEN:**

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| **Project Title** | Video Door Phone |
| **Project Description** | The video door phone is used to communicate with other people. It is used in various company, home etc. |

**PERSONAL DETAILS:**

* **Date of Birth** 9th June 1991
* **Father’s name** Mr. Gulamnabi Mansuri
* **Mother’s name** Mrs. Husena Mansuri
* **Hobbies** Listening Music, Travelling and Playing Cricket
* **Languages** English, Hindi, Marathi, Gujarati & Urdu

**DECLARATION:**

I here by declare that the above mention information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

**Place:**

**Date:**

**Best Regards,**

**Rahil Mansuri**