**RAJEEV KUMAR Mobile No:** +91-8791100935  **Technical Support Engineer** **Email id:** [rajeevsingh1993@gmail.com](mailto:rajeevsingh1993@gmail.com)

**Objective**

I am a professional with 7+ years of demonstrated experience in the IT Support industry with great exposure and hands on experience in troubleshooting various types of complex issues and handling Mission Critical Situations (Critsits/Sev: A/1) or outages. My aim is to gain further knowledge and experience to sharpen my skills as well as work in a secure and profitable organization where I can utilize my present skill sets, knowledge, and talent at the fullest for the company's growth.

**Experience**

**Technical Support Engineer at Johnson Control, Pune**

Nov 2022 – PRESENT

* Configured, monitored, and maintained cloud infrastructure such as virtual machines, networks, and storage.
* Management of Azure subscriptions and resources.
* Deployment and managing virtual machines (VMs).
* Configuration and management of virtual networks.
* Azure network experience, VPN and Express route, Traffic Manager, and Load Balancers.
* Responsible for systems and application performance monitoring.
* VMSS deployment.
* Bastion configuration, VNET peering, hub and spoke peering.
* Responsible for managing network storage in Azure.
* Working on portal and through PowerShell.
* Implemented High Availability solution using Load Balancer, Application Gateway & Traffic Manager.

**Project Engineer at Wipro Technology, Pune**

Sep 2017 – Jul 2022

* Strong customer service skills to interact with customers in a professional manner along with experience in people management.
* Hands on experience in working with Server Operating Systems such as Windows Server 2008, 2008 R2, 2012, 2012 R2 2016 and 2019 & equivalent client Operating Systems Windows 7, 8, 10 and 11 etc. and other components and technologies around Networking, Deployment and Performance.
* Worked on Exchanger, Security Explorer, IAM tool, Azure AD, PowerShell script and Account lockout troubleshooting.
* Basics on Active Directory: Domain Name System (DNS), FSMO Roles, Group Policy management, Kerberos Auth, Profile configuration.
* Basics of Networking: TCP/IP protocol, DORA, Subnetting, Types of IP classes and its range.
* Fast Learner, Well versed in multi-tasking and experienced in working under pressure in a scenario like Outages, Escalations and Critical or Production down situations.
* Manage File and Folder permission and provide network and Server Support.
* Responsible for modifying services as per the customer’s requests.

**Education**

➢ Bachelor of Engineering (ECE) in 2015 with 61%.  
➢ Higher Secondary School (2011) with 71%  
➢ Senior Secondary School (2009) with 70%

**TeChnical Skills**

• Azure IaaS • Azure Migration

• Azure Active Directory • Azure Monitoring

• Azure Storage • VM Migration

• Technology Support • Cloud Computing

• Troubleshooting • System and Network Security

• Virtual and Cloud Technologies

**LANGUAGE KNOWN**

Hindi & English.

**Declaration**

I hereby declare that the above given information is true to the best of my Knowledge, information, and belief.