Rahul Raj Nalam

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Driving License: Provisional Driver's License | **Right to Work**: Yes/ Full Time | **LinkedIn**

Profile

Experienced Systems Administrator/Desktop Support Engineer offering hands-on experience providing Server, PC, Mac, and mobility support in a Windows environment. Hands-on experience configuring, monitoring, upgrading, and maintaining systems hardware, software, and related infrastructure.

Technical Skills

- **Operating System -** Windows 11, 10, 7 /Basic Linux
- **Deploy Windows -** All versions of Windows OS deployment, upgrades, Activation
- **Manage Devices and Data -** Create Users, Groups, GPOs, NTFS & Shared permission, and Windows Security
- **Connectivity -**   VPNs, Networking, Remote Connectivity
- **Maintain Windows -**   Windows Backup, Recovery, Event Log, and Performance
- **Software -** Microsoft Office, Microsoft Windows Servers 2012/2016/2019, Active Directory, Windows Client
- **Cloud -** Office 365 Cloud /Azure AD
- **Tools -** Secure CRT, Wireshark, Packet Tracer, IPAM, PRTG
- **ITSM Tools -** Remedy, Atera, Jira (Atlassian)

Training/Certifications

- Microsoft Windows 10 MD-100 (Sep 2023)
- Office 365 Fundamentals (MS-900) (Training completed)
- Microsoft Windows MS-100 (Training completed)
- Azure Fundamental AZ-900 (Training completed)
- CCNA 200-301 (Sep 2016)
- Technical: Foundations of Data Visualization, Exploration, and, Documentation (Amazon Internal)
- SQL fundamentals for Data Alteration and Extraction (Amazon Internal)

Work History

IT Support Engineer (Trainee)

Fortray Global Services Limited, London   **Feb 2023 – Present**
Key Responsibilities:

- Supporting Windows 10, Windows Server, Active Directory, Office 365, Microsoft Office, Microsoft Teams, SharePoint Online, OneDrive, and other Business Applications for multiple customers.
- Prioritizing and categorizing Incidents and Requests.
- Provide 1st and 2nd line support as part of the Service Desk to assist with the speedy resolution of issues raised Improvements and automation opportunities

- Proactively managing ITSM ticket queues, identifying knowledge gaps, process Ensuring all tickets are updated to the correct standard and that the customer's expectations have been set accordingly
- Resolving basic network connectivity problems.
- Direct unresolved issues to the next level of support personnel
- Managing helpdesk tickets through resolution and meeting SLAs
- Plan and implement IT change requirements as per the change process.
- Support end users with any issues arising with SharePoint and One-Drive
- installation, configuration, and day-to-day support of software and applications
- Installing and Configuring Windows, Printers at the customer locations and providing remote support.
- Provide Technical Support to - Desktops, Laptops, and Mobile devices users.
- Manage Antivirus products, McAfee, Sophos, and Windows Defender.
- Dealing with Ticket resolution and making customers fully aware of their status.
- Managing Windows server support / Administration. Setting up new users, access rights, and passwords.
- Perform Software and Hardware Troubleshooting.
- Configuring and Managing the Active Directory, Group Policy, DNS, and DHCP services
- Monitor PC, Laptops, and Network performance with different tools.
- Responsible for creating, updating, and deletion of Responsible for Customer Share Point and users' rights management via O365.
- Support onsite teams when an engineer is on annual leave / absent.

IT Support Analyst

Amazon Development Centre, India   **Jun 2017 – Aug 2020**
Key Responsibilities:

- Effectively identify and resolve complex technical issues to minimize downtime and ensure uninterrupted workflow.
- Provide timely and courteous support, offering clear and concise explanations to users of varying technical expertise.
- Successfully deploy and configure a wide range of hardware and software solutions while adhering to best practices and company standards.
- Maintain a comprehensive knowledge base, documenting resolutions and creating user-friendly guides to enhance team efficiency and customer satisfaction.
- Proactively monitor systems, conduct routine maintenance, and implement updates to guarantee optimal performance and security of the IT infrastructure.

Network Engineer L1

Vodafone, India   **Oct 2016 – Jun 2017**
Key Responsibilities:

- Managed external vendors in delivering internal infrastructure projects.
- Undertaking audit activities on both in-progress works and completed works, checking and reporting on compliance against the agreed scope, Vodafone specification and HS&E requirements, and the competence and qualifications of those undertaking the works.
- Used to drive best practice and supplier performance both through the ownership and management of rectification of non-compliant works found during audits and the analysis of wider compliance reports to identify shortfalls and improvements required.
- Supported project delivery and reporting on progress, compliance, and competence and driven and confirmed subsequent rectification completion.
- Validated, repaired, tracked, and worked on all tickets in line with agreed quality measures.

Associate Network Engineer
Tata Communications, India   **Apr 2016 – Oct 2016**
Key Responsibilities:

- Monitored, maintained, and improved network performance to enhance communication and operations.
- Provided support to the team for evaluating long-term network capacity requirements to meet organizational needs.
- Monitored case queues and supported the team to ensure that escalated cases were resolved as per SLAs.
- Improved the retention rate of the existing customer base by remediating at-risk accounts that boosted revenue growth.
- Supported the team in resolving complex technical issues and provided solutions to improve processes and procedures.
- Administered devices and services, including routers, switches, firewalls, VPN, VOIP infrastructure, and security tools.
- Collaborated with Technical Support Line managers to share responsibility for customer escalations and prioritized the allocation of resources based on escalation priorities and customer temperature.
- Provided level 1 technical support by identifying, diagnosing, and resolving network issues to improve functionality.

Education:

The University OF Portsmouth, UK   **2020 - 2022**
Master of Science Data Analytics
Avanthi Institute of Engineering and Technology   **2011 - 2015**
B. Tech Electrical and Electronics Engineering

Hobbies: Gym, Football, Cricket, Reading

References: Will be available upon request