



PROFILE SUMMARY

A perceptive professional with over 7 years of IT experience (3 years' relevant experience in corporate company).

Managing: Servers, Networks, Workstations, Laptops, Desktops.

Fresh skills gain in: - JAVA, JS, HTML, PHP, CSS, XML, SQL

RAHUL SUKALE

WORK EXPERIENCE

Viavi Solutions

Designation: **Help Desk Coordinator 3**

(January 2022 - September 2022)

- Maintaining the Azure Active Directory and Azure AD authentication. Administration and maintenance of windows.
- Windows user management, Active Directory, replication, failover.
- Provides day-to-day technical support to employees, installs, configures, and troubleshoots laptops, workstations, desktop systems.
- Maintains and repairs computer equipment; installs, configures, and maintains computer hardware and software; performs routine and complex diagnostics.
- Installs hardware peripherals.
- Provide hardware and basic software support to end users.
- Providing technical support by utilizing remote control and Windows administration tools.
- Maintaining inventory records.
- Install, add, test, troubleshoot, repair, move, change-out, maintain and upgrade PC's, Laptops, printers, and other peripherals.
- Build PC and Laptops using Microsoft SCCM Knowledge of imaging.
- Resolve connectivity problems with hardware and networking environment.

SKILL

- Azure Active Directory
- Server Support
- SCCM
- Application Packaging
- Active Directory
- Networking
- Virtualization
- Remote Support
- Laptop & Desktop Support
- Software Installation
- Patch Management
- Windows Installation (Windows 10, 8.1, 7, XP)
- Ubuntu & Kali Linux Installation
- IT Asset Management
- Wi-Fi router Installation
- Managing Servers (HP/ Dell)

Johnson Controls India Pvt. Ltd. (Payroll of Delmon Solutions Pvt. Ltd.)

Designation: IT Engineer

(November 2016 - August 2019)

- Executed troubleshooting and server support, including in-person and remote situations.
- Provide tier 3 support - assisting level 1 and 2 technicians (Help Desk and Desk Side Support Techs) with SCCM issues.
- Managing Application Packaging, OSD.
- Maintaining/ Upgrading of Servers (Dell, HP) & Drivers.
- Offered troubleshooting for 1500+ via voice and text chat, maintaining resolution rates of 90%.
- Managed and monitored all installed systems for highest level of availability.
- Achieved 90% customer satisfaction rate while administering systems.
- Oversaw IT activities to maintain operations by maintaining laptops, tablets and PDAs for 1500+ users.
- Implemented, developed and tested installation and update of file servers, print servers and application servers in all departments.
- Maintained inventory of installed desktop hardware and software components to keep records accurate and updated.
- Collaborated with vendors to locate replacement components and resolve advanced problems.

Delite Infotech

Designation: Technical Support

(July 2013 - October 2016)

- Authored detailed documentation on service call resolutions, providing valuable data on both personnel performance and effective remediation techniques.
 - Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
 - Helped streamline repair processes and update procedures for support action consistency.
 - Configured hardware, devices and software to set up work stations for employees.
 - Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
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CONTACT

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ADDRESS

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CERTIFICATION

Cyber Security Foundation

Certified by: CertiProf.

Year of Completion: 2021

Computer Hardware & Networking

Certified by: GCTA – Global Computer Training Academy.

Year of Completion: 2013

QUALIFICATION

BCA from Pune University 74.73%

I hereby declare that the above furnished information is true to the best of my knowledge and belief.

Date:

Rahul Pandurang Sukale