

# PUSHPENDRA SACHAN

## Technical Support Engineer

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## Career Profile

A dynamic and results-oriented Technical Support Engineer with demonstrated expertise in RFID automation, enterprise systems administration via SCCM, and multi-platform network infrastructure. Excels at diagnosing complex technical issues and minimizing user downtime, leading to significant improvements in operational efficiency and user satisfaction. Currently augmenting a robust technical foundation with a Master of Computer Applications in Artificial Intelligence to drive future innovation in IT support.

## Areas of Expertise

- **Infrastructure & Networking:**
  - Active Directory Services (User & Group Management)
  - Network Protocols (TCP/IP Suite, HTTP/S, FTP, SSH)
  - LAN/WAN, Firewall & VPN Configuration
  - DNS & DHCP Configuration
  - Physical Server & Storage Management
  - Network Monitoring Tools (Familiarity with Nagios, Wireshark)
- **Systems Administration & Deployment:**
  - Microsoft Windows Server & Windows 10/11 Client
  - SCCM Administration & Patch Management
  - PowerShell Scripting for Automation
  - OS Imaging & Deployment (WDS/MDT)
  - IIS Management, Application & API Deployment
  - ITSM & Ticketing Platforms ,(Service Now)
- **Virtualization & Cloud Platforms:**
  - VMware, Hyper-V, VirtualBox
  - Cloud Computing Fundamentals (AWS EC2, Microsoft Azure VMs)
- **Specialized Technologies:**
  - RFID Automation Systems
  - CCTV & Access Control Systems
- **Databases & Web Technologies:**
  - MS SQL Server, T-SQL Query Writing
  - HTML, CSS, JavaScript (Basic)

## Professional Experience

### Technical Support Engineer POXO RFID AUTOMATION | Janakpuri, East Delhi (October 2023 – Present)

- Spearheaded on-site technical support for Microsoft Windows environments and proprietary hardware, achieving a **96% first-contact resolution rate** and consistently exceeding service level agreements.

- Engineered and executed a streamlined software deployment strategy using SCCM, **reducing deployment timelines by 38%** and enhancing organizational agility.
- Served as the primary technical liaison for a diverse user base, earning a **92% user satisfaction score** by translating complex concepts into actionable solutions.

## Education

- **Master of Computer Applications (MCA) in Artificial Intelligence | 2024 - Present**  
Manipal University Jaipur
- **Bachelor of Science (B.Sc.) in Mathematics | 2022** Prof. Rajendra Singh University
- **Intermediate (12th) & High School (10th) | 2015 & 2013** UP Board