**RAJEEV RAMASWAMY**

Plantation, FL 33324

[RajeevRamaswamy9@gmail.com●954-648-3404](mailto:RajeevRamaswamy9@gmail.com●954-648-3404)

[www.linkedin.com/in/rajeevramaswamy](http://www.linkedin.com/in/rajeevramaswamy)

**IT Support Technician**

**IT Certifications:** CompTIA A+● CompTIA Network+●Currently Pursuing MCSA for

Windows 2012 R2 Server and Windows 7

**Technical Skills:**

|  |  |  |
| --- | --- | --- |
| * Active Directory | * 2008 R2/2012 R2 Server | * Hyper V |
| * Print Server | * Windows 7/8/8.1 | * Exchange/Outlook |
| * Wireless | * Microsoft Office Suites | * Smartphones/Tablets |
| * Break/Fix of Hardware | * Copiers/Printers | * Virus Removal |

**Work Experience:**

**Vapor Corp,** Dania Beach, FL January – March 2015 (Position Eliminated in a Restructuring)

***Desktop and Systems Support Specialist***

* Provided end user support to 40 users across all hardware, software, and web based platforms. The end users were located in the corporate office and company owned retail mall kiosk in 4 states.
* Took team lead on administering Jive Hosted VOIP. Was responsible for mastering the product and setting up end users so they could take full advantage of features.
* Collected and recorded all of the technology assets that they had for inventory. This helped determine what equipment they needed to upgrade and replace for budget purposes.
* Assisted IT Director to run network cabling to get new offices and cubicles hooked up to the Windstream Fiber line, and to get Cisco Aironet wireless access points online.
* In learning each new system, took lead in writing up documentation for each procedure. This lead to the very first documentation/knowledge base of Vapor Corp's IT systems/procedures.

**National Parkinson Foundation,** Miami, FLApril – December 2014

***Independent IT Help Desk Coordinator (Contract Position)***

* Under contract as an IT Help Desk Coordinator to provide Help Desk/Desktop Support and training, to all employees at the headquarters office in Miami, and for several remote employees across the country.
* Assisted IT Manager to successfully set up and formulate company policy for Help Desk ticketing system. Responsible for resolution of all Help Desk tickets.
* Assisted IT Manager to achieve successful results migrating end users email and archived email to Office 365 Exchange Online. Responsible for administration of Office 365 Exchange Online.

**The Related Group**, Miami, FL September 2010 - March 2014

***IT Support Technician***

* Supported 300 users spread across the corporate office and several remote offices
* Achieved successful set up and completion of networks for remote offices (sales offices, construction offices, and leasing offices) within designated deadlines.
* Achieved successful results resolving hardware/software/peripherals issues within department standards.
* Documented issues and resolutions in ticketing system according to department standards.

**Mailstreet/Apptix**, Plantation, FL November 2006 - September 2010

***Technical Support Engineer***

* Executed support for a large customer base of small to mid-size businesses who utilized the company’s hosted Exchange, BES, and SharePoint servers.
* Achieved successful closure of 25 to 50 tickets a day through phone, chat, and email within call center call metrics and SLA guidelines

**Buongiorno USA**, Miami Beach, FL January 2005 - October 2006

***QA Tester/Desktop Support***

* QA tested and documented bugs in new cell phone software, and reported results to supervisor and developers
* Help achieve successful transition company from workgroup to domain through creating user accounts and security groups in Active Directory, restricting or allowing access to resources according to business needs, and configuring computers to join domain

**Education**

* Bachelors of Science –Entrepreneurship and Small Business

Nichols College, Dudley, MA