



# CHANDRASINH RAJPUT

L2 Technical support engineer

## SUMMARY

Computer Technician with background in imaging, printer installation, memory installation, hard drive installation, motherboard replacement and general troubleshooting. Seeking challenging positions with opportunities for expanding upon existing skill base.

## CONTACT

PHONE:  
**9316218968**

EMAIL:  
**CHANDRASINHRAJPUT88@GMAIL.COM**

## HOBBIES:

Photography, Travelling, Adventuring

**Address:** 105, Darpan Plaza,  
Opp. Bandhan party plot,  
Laxmipura road, shubhanpura,  
Vadodara-390023.

**Date of Birth:** 08<sup>th</sup> JULY, 1996  
**Languages Known:** ENGLISH, HINDI &  
GUJARATI

**Religion:** HINDU  
**Gender:** MALE  
**Marital Status:** MARRIED

## STRENGTH:

- Hardworking, Punctual.
- Quick learner
- Excellent teamwork.

## EDUCATION

• Satyanarayan Vidyalaya
• Completed <b>S.S.C</b> Examination of GSEB with <b>58 % in March 2010.</b>
• Completed <b>H.S.C</b> Examination of GHSEB with <b>59 % in March 2012.</b>
• Completed <b>CHNA (Computer Hardware &amp; Networking Administrator)</b> course with B grade from IANT in 2016.
• Completed the "STARATA IT FUNDAMENTALS" international exam, which is based on Computer HARDWARE (A+).
• Completed the "CERTIFIED SECURE COMPUTER USER (CSCU)" international exam, which is based on control panel.
• Completed the online "CERTIFIED ETHICAL HACKER (CEH)" international examination administered by EC-Council.
• Red heat & CompTIA certification.

## WORK EXPERIENCE

**04-01-2022 Start Working as L2 Technical Support Engineer at Alstom India Transport Ltd** (On behalf team computer)

- Sound of Service Now ticket tool and work on tickets & Asset Allocation tasks, hardware, software, and networking related task and tickets.
- Basic installation & troubleshooting knowledge of server or Networking switch provide if require related SH Ticket support provide. Consoles provide to Network team. Escorts if required.
- Working on SSCM tools /Software or patch policy deployment.
- Provide SH support when Wi-Fi refreshment or network activity an Metro production plant.
- Asset HWDI file generate and deployed on Microsoft end point Manager portal. Bit locker key generate.
- Install windows patch, 10, 11, upgrade, support and troubleshoot for desktops, laptops, tablet. basic installation of server, password reset.
- Installation, Configuration O 365 /MS office versions, warranty systems case log for warranty asset and Repair when required. Maintain assets inventory.
- Technical skills related to Desktop Patch management, Software Installation and Basic Networking skills.
- Performs general preventative maintenance tasks on computers, laptops, and any other Hardware devices.

**26-04-2021 to 31-12-2021 Start Work as IT Helpdesk at L & T Technology services LTD.**

- Helpdesk Call Attend and user query, attend IT tickets and allocation respectively engineers.
- Resolved user issue /windows or wsus Patch Update form sccm tool
- Data Backup / DLP Install / printer add /
- Deployed new os in more than 1200 system within 2 months with teammates.
- Mail Configure outlook 356, manage or backup.
- VPN installation and Congratulations (Accops Hy secure, VPN Fortile, Global Protect)
- Installation meeting software like Team, zoom, Skype, Polycom Device
- CCM Client Installation
- Host file entry for some software or files.

**01-09-2018 to 2 Start work as DESKTOPS SUPPORT Engineer at IFFCO-TOKIO GENERAL INSURANCE LTD.**

- Install & Configure Company Software and Hardware.
- IBM Lotus Notes and Outlook/Printer/Scanner Configure or Troubleshoot.
- All Asset Management.
- Network printers configure (HP Mx301dn, Lexmark 421,521, Canon ir2525 Xerox machine, canon pixma colour printer G2010
- Configure and Join in Domain All Systems.
- Diagnosed & Repaired Computer Systems and Software.
- Resolve Users Any Problems Through the Remotely. (Any Desk/TeamViewer)
- Set up Projector and video conference. (Polycom Device)
- Creating and managing Service Requests and Incidents through a Ticket System.