Curriculum Vitae

RAHUL DINODIA **SENIOR TECHNICAL SUPPORT ENGINEER** **Experience: 3.6 Years**	**Address :** Chirawa, Jhunjhunu, Rajasthan **Official Mail :** rahuldinodia511@outlook.com **G-Mail:** dinodiaboy0511@gmail.com **CONTACT:** +91-8233563975

ASSETS:

➢ Accomplished computer network security, system administrator and network administration professional with experience in combining technical and business solutions to support overall corporate strategic goals. My ability to leverage operations and technology to exceed business objectives has led to my career growth and progression. I am looking to utilize my background in an IT leadership role with an organization that rewards hard work, results, and success.

PERSONAL DETAILS:

- Name: Rahul Dinodia
- D.O.B.: 05 Nov. 2001
- Marital Status: Single
- Hobbies: Climbing Mountain, Travelling & Watching web series
- Language Known: English & Hindi

EDUCATION:

Professional Qualification:

- CHNA (COMPUTER HARDWARE & NETWORKING ADMINISTRATOR) 2 Years Diploma from IANT (INSTITUTE OF ADVANCE NETWORKING TECHNOLOGY), BITS PILANI

Academic Qualifications:

- XII(Science)–RBSE Board from Sr. Secondary School, Chirawa, Jhunjhunu, Rajasthan in 2018
- X–CBSE Board from Sr. Secondary School, Chirawa, Jhunjhunu, Rajasthan in 2016.

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CERTIFICATES:

Verify certificates on given link below

CERTIFICATION NAME	CERTIFICATE NUMBER	VERIFY BY LINK
IT FUNDAMENTAL	COMP001021438763	http://certification.comptia.org/certifications
REDHAT 7.0	190-083-295	https://www.redhat.com/rhtapps/certification/verify/?certId=190-083-295
STAR CERTIFICATION (180021466)	CANDITATE ID :STR18SCU00034560	https://aeptc.org
CYBER SECURITY WARRIOR CERTIFICATION	UC-c8e150a9-2920-46d5-aeb7-52d960243d25	https://www.udemy.com/certificate/UC-c8e150a9-2920-46d5-aeb7-52d960243d25/
WEB SECURITY	AaZzl89h-12ekuRFXA4yGw3Gr3xb	https://www.linkedin.com/learning/certificates/122ada5e7723afb0d812fab7b438224f1c363767e5997b3be85b6a977f8ffce6?trk=share_certificate#webapplicationsecurity.
LINUX FUNDAMENTAL FOR CYBER SECURITY	UC-f1990a60-8f6e-47ee-a17f-852bc0a05760	https://www.udemy.com/certificate/UC-f1990a60-8f6e-47ee-a17f-852bc0a05760/
MASTER IN INSTALLATION AND CONFIGURATION WINDOWS 10	UC-34688fc3-e233-4c97-9cc9-ad67942e2532	https://www.udemy.com/certificate/UC-34688fc3-e233-4c97-9cc9-ad67942e2532/
FUNDAMENTAL OF IOT	UC-82e2300a-c175-4010-a038-fb3d75777a13	https://www.udemy.com/certificate/UC-82e2300a-c175-4010-a038-fb3d75777a13/
IT HELP DESK BASICS	UC-e393f03f-104c-4634-9fea-c3812171247c/	https://www.udemy.com/certificate/UC-e393f03f-104c-4634-9fea-c3812171247c/
ORACLE CLOUD	UC-6c6104c0-047f-46ec-af2f-e9a17821ce3b	https://www.udemy.com/certificate/UC-6c6104c0-047f-46ec-af2f-e9a17821ce3b/
SERVER INFRASTRUCTURE BASICS	UC-0857e884-ffd6-49e9-8baa-aff1ae817987	https://www.udemy.com/certificate/UC-0857e884-ffd6-49e9-8baa-aff1ae817987/
LINUX OPERATINGSYSTEM FUNDAMENTAL	UC-f1990a60-8f6e-47ee-a17f-852bc0a05760	https://www.udemy.com/certificate/UC-f1990a60-8f6e-47ee-a17f-852bc0a05760/
DNS ADMINISTRATION-WINDOWS SERVER 2016	UC-5089b646-8c45-468d-a59e-546479949e4e	https://www.udemy.com/certificate/UC-5089b646-8c45-468d-a59e-546479949e4e/

PROFESSIONAL EXPERIENCE: 3.6+ Years in Information Technology

Currently Working in Accel IT Services Limited (Mar 2024)
Designation: Senior Technical support Engineer
Client: ITC CGCC – ITC Limited

Job Responsibility:

Servers: Managing 50+ Servers, their maintenance, antivirus and patch management, DHCP, DNS, Active Directory, Solus, Security Desk – CCTV, Backup DELL EMC Networker, Talisma, Aspect, WDS, FTP.

Hardware Support: 200+ Desktops / 20+ Laptops / 10+ Printers, support in day-to-day operation.

1. Provide technical support for Windows Servers at a large scale

2. Configuration and management of critical infrastructure applications such as identity management, Antivirus, Payroll and Backup.

3. Deployment of security configurations, and Patch management for both physical & virtual server

4. Knowledge of Symantec Antivirus/Active Directory, Server Hardening System Recovery, security patching

5. Knowledge of cloud computing best practices and enterprise management such as Azure AD.

6. Installs, configures, and maintains the organization's Systems and Alert Management applications

7. Work closely with other IT team members to successfully maintain and monitor the MSSQL servers

8. Implement regular checks for the status of servers including hardware and software.

9. Maintain and support multi-site windows environment along with hardware and software configuration.

10. Understanding of LAN/WAN/VLAN, TCP/IP, UDP

11. Outstanding troubleshooting skills

12. Support Applications on Windows OS platform such as server 2019, 2016.

13. Performs low to medium complexity Infrastructure changes and implementations

PREVIOUS EXPERIENCE:

1. **Team Computers PVT. LTD**. (from April 2022 – Dec 2023)

Designation: System Engineer L2

Client: ITC Rajputana – ITC LTD. (April 2022 – Dec 2023)

Servers: Managing 20+ Servers, their maintenance, antivirus and patch management, DHCP, DNS, Active Directory, Solus, Security Desk – CCTV, Backup DELL EMC Networker, Micros, SPA, Symphony, WDS, FTP.

Hardware Support: 150+ Desktops / 40+ Laptops / 30+ Printers / 20+ POS terminals, support in day-to-day operation.

Software Support: All Software's used in ITC launched locally or from central servers with Freeware Approval.

EPABX: Unit has Avaya telephone exchange with 1200 extensions. It works with the Opera interface with check-in and check-out string floating. Daily review of Interface desktop to check the seamless workability of Exchange.

Job Responsibility:

1. Involved in day-to-day operation/audit. Perform daily backup operations with appreciate media Tapes and recycle them accordingly.
2. Deploying all the IT policies made by the company & ensuring there should be No Audit point in Unit related to IT.
3. Manage and Monitor Wi-Fi Network, LAN Network, Hotel application Servers, Interface Server, firewall.
4. Installation, configuration & troubleshooting of Lotus notes & O365 mail for end user support.
5. Managing & troubleshooting various kinds of business processing software's like. Opera PMS, Micros(POS), EMC, RMC, CISA (Room Key making software), SAP, WP Active, CMS, Outlook, MS 2021&2019, O365, lotus notes, Ecobillz, Shawman SPA & Voice logger, etc.
6. Maintained & Monitor backup of all Primary & Secondary server on daily, weekly & Monthly basis and test backup during BCP & IT Continuity at every 6 months.
7. Managing EPABX system with 1000 of telephone numbers with coordination of supporting vendor.
8. Configuration and maintained the use of various multipurpose Network printers with ADF.
9. Maintained inventory all hardware & software's resources with license.
10. Provide day to day technical support to program staff with multiple challenges.
11. Ensuring all software's is properly licensed and up to date.
12. Performing Service Desk functions.
13. Currently supporting 2 units (ITC Rajputana & UMED Kota)
14. Remote online support to users post office hrs.
15. Manage and Monitor Wi-Fi Network, LAN Network, Hotel application Servers, Interface Server, firewall.

2. **SYSNET GLOBAL TECHNOLOGY – November 2020 – April 2022**

   Designation: Desktop Support Engineer L1

Job Responsibility:

1. Managing data on server.
2. Remote support for customers – VPN, organization sites, Antivirus support.
3. Hotel customer Support –Mounting and installation of servers with RAID configuration.
4. Technical Support like configuration of Server and windows for client system, installation of LAN printers and troubleshooting.
5. Installation of Switches and mounting patch panel with standard IO.
6. Monthly Patches updates on standalone server with the help of corporate teams.
7. Installation of Application such as MS 2016, 2019, 2021, SAP, Adobe Reader, Antivirus, Asset Manager, team Viewer, VPN, WinRAR, Drivers.

DATE: June 21, 2024,   **NAME:** RAHUL

PALACE: Manesar (Gurugram)