

# RUCHIR PARIKH

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## IT/Managed Services Support Engineer

Highly skilled Microsoft Certified professional with 10+ years of diverse IT experience:

Client/End User Support, Mass Deployment, Antimalware  
Server Administration: Windows/Linux  
Active Directory, Apache, Hyper-V  
Helpdesk Management/ Task Scheduling  
IT Automation/Management Tools: Kaseya, ConnectWise  
Remote Administration Tools: LogMeIn, RDP

Microsoft Exchange, Office 365, SharePoint  
Operating System Support (Windows, Linux, OS X)  
Mobile Devices (iOS, Android, Windows Phone, BlackBerry)  
MS Office Suite Administration  
Networking: Domain and Forest Configuration  
Data Storage and Recovery

### Certifications Include:

Microsoft Certified Solutions Associate: Office 365  
Monitoring and Operating a Private Cloud with System  
Center 2012  
Windows 7 and Office 2010, Deployment  
Virtualization Administrator on Windows Server® 2008 R2

Installing and Configuring Windows Server 2012  
System Center Virtual Machine Manager 2008,  
Configuration  
Windows Server® 2008 R2, Desktop Virtualization  
Windows Server® Virtualization, Configuration

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## PROFESSIONAL EXPERIENCE

**Pacific Specialty** | Menlo Park, CA | April 2015 - Present

### Systems Engineer:

- Deploy and manage major infrastructure changes and vendor accounts
- Office 365 e-mail migration with Sky kick
- Active Directory Domain consolidation
- Migrating Data and Voice lines across ISPs
- Azure infrastructure (server & networking) support for Duck Creek implementation
- Managed end-user support, executive support, Windows servers, printers and network infrastructure

**InfiniT Consulting** | San Jose, CA | April 2010 - April 2015

### Support Engineer:

- Lead tech who worked directly with client executives (CEO, CFO, COO, CIO)
- Administered, supported, & migrated clients to cloud services such as Office 365 & Intune
- Administered client SharePoint: modified permissions and showed clients basic functions
- Supported switches, routers, printers, and other networking devices and maintained other in-house applications, worked with vendor support when needed
- Remotely supported end-users, servers, and network infrastructure. maintained servers, Windows, RHEL, Asterisk, virtual and physical (Hyper-V, ESX), NetApp SAN, Dell Compellent, and Nimble Storage

**Micro Center Computer Store** | Santa Clara | July 2005 - February 2007 & September 2008 – March 2010

### Peripherals Sales Associate & Tech Level 1

- Stayed up-to-date on technology and advised clients on Home & Small Business Networking Gear
- Performed troubleshooting and solved computer issues for

**Synopsys Inc.** | Mountain View, CA | February 2007 – June 2009

### Network Engineer & Help Desk Support Admin – Summer Intern | Co-Op Intern | Contractor

- Maintained helpdesk and associated tasks, such as end-user support and corporate network implementation
  - Interfaced with vendors, wrote project proposals and did cost analysis on new implementations
  - Provided BlackBerry and Cisco IP Phone support
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## EDUCATION

**San Jose State University** | San Jose, CA | BS Obtained: 2014

**Bachelor of Science in Industrial Technology, concentration in Computer Electronics & Technology**