**Arjun Rao**

**E-mail: tmrao13@gmail.com**

**Mobile No: 07440497564**

**Availability: Immediate**

**Professional Skills:**

* Project implementations and Windows Rollouts/Deployments (Win7/10, Office 365, Hardware refresh).
* Supporting BAU & Project Management.
* Windows Server 2003/2008 and 2012, Exchange 2010/2013and Office 365.
* Good Knowledge of SCCM server 2012 and in creating packages and applications.
* DC, Group Policy, AD, DHCP, DNS, VPN, SCCM, WSUS, RDP, IIS, Proxy Server, TCP/IP, Subnets, LAN, VLAN, WAN, Firewalls, Routing and switching Protocols.
* AD Management, configuring network and MFP printers and trouble shooting.
* Good in supporting, troubleshooting of Office 365 and Microsoft technologies (Azure AD, Bitlocker, One drive, Skype for Business and Teams)
* Anti-Virus programs installation and administration (McAfee Enterprise and Symantec endpoint protection).
* Helpdesk support experience (1st-3rd) in enterprise environment and using different ITSM tools like ServiceNow and BMC Remedy.
* Good working experience of ITIL V3, PCI Compliance policies.
* Good working experience in configuration troubleshooting Apple, Android, &Windows mobile phones deployment and mobile data management.
* High customer satisfaction and customer relations skills.
* Ability to handle multiple tasks and work independently as well as in a team.
* Working experience on PBX and IP telephony systems (Samsung, Mitel and Cisco IP communicator).
* IEEE802.11 x Wi-Fi Access points and gateway installations (Ruckus, Planet, Zyxel, Linksys).
* Working experience on virtual technologies: VMware, Citrix and Hyper-V.
* Good working experience of Multi-Vendor Routing and Switching Products (Alcatel ESS7, HP Procurve, Cisco ASR, Cisco 7200 VXR Series, ZyXEL and Mikrotik).
* Working and supporting experience of Linux and Oracle Linux severs.
* HP Data protector, Symantec Bakcup exec 12 and windows backup.
* Cabling Cat 5/5e, Cat 6/6e, fiber and Coaxial cables and good experience using tools.
* Troubleshooting Routers and Switches with different tools Trace route, ping, SNMP tools, Nagios, Spice works, Packet Sniffer, Wireshark etc.

**Educational Summary:**

* PG Diploma in IT and Business management from College of Technology London.
* B.Tech in Electronics Engineering from Jawaharlal Technological University.
* CompTIA A+ 220-901 Certificate.
* Microsoft Windows: Deploying Windows Devices and Enterprise Apps.
* ITILV3 Certified.

**Technical Skills:**

|  |  |
| --- | --- |
| Operating Systems | Windows Server 2016/2012/2008r2/, SCCM 2012, Exchange Server 2013/2010, Windows 10/8/7/Vista/XP/Vista, Mac OS and Linux Ubuntu/Cent OS. |
| Cloud Technologies | AWS,Azure |
| MDM Technologies | Airwatch, BlackBerry Mobility suite |
| Tools | Putty, Cisco VPN, WinSCP, Wireshark, Service now(Snow), Jira andGoogle Apps |
| Packages | Office 365, Lotus Notes(8.5), and Adobe |
| PBX/IP Phone | Samsung, Alcatel, Mitel&Cisco |
| Security Technologies | BitLocker and McAfee |

**Professional Experience**

**Goldman Sachs** (Jan 2019 to May 2019 and August 2019 to present)

**Role : EUC Engineer**

**Responsibilities:**

* Provide 2nd line support services to all supported technologies.
* Printer/Laptop/Landline/Mobile Setup, Troubleshooting and Bug Fixing.
* Working closely with all IT groups to resolve incidents or requests and ensuring impact to users is a minimum.
* Maintains asset Database and project tracker in Service Now (Snow).
* Build /Prep of all devices to be rolled out & Migration of windows 7 to Windows 10 from SCCM 2012 server.
* Data migration for users from existing to new machines.
* Supporting traders on floors or remotely in trade applications issues or accessing.
* Overseeing EUC support operations onsite supporting Windows 7 and Windows 10 environments.
* Replacement of faulty computer components (mainly desktops / laptops / monitors).
* Internet protocol telephony support experience/IPT.
* Performing root –cause analysis and develop checklist for typical problems.
* Assisting in the installation and of new technology solutions.
* Checking the different users accounts assigned to right groups and user accounts privileges to accessing the applications.
* Participate in level support, troubleshoot and carryout root cause analysis and problem resolution.
* Early life support which will include basic end user training & orientation.
* Provide support and training for core software (MS Windows, Windows 10, MS Office, and Enterprise Anti-Virus) and hardware support and training for desktop, printers, scanners and fax.

**Standard Chartered Bank (** (Jan 2018 to Dec 2018)

**Role : IT Support Engineer**

**Responsibilities:**

* Determining the nature of faults and the rectifying it.
* Installing new equipment and software for Clients, assisting with familiarization, supporting a wide range of software products (Windows 7/10, Office 365, and Windows Server 2012).
* Data migration for users from existing to new machines.
* Creating and maintaining email profiles for users.
* Document and maintain Help Desk policies and procedures.
* Responsible for installing and updating of anti-virus
* Managing Active Directory like users, computers, printers, email accounts and etc.
* Responsible for answering, logging and resolving support calls (phone, email, face-to-face).
* Early life support which will include basic end user training & orientation on new applications and on Windows 10.
* Working with build deployment schedule and taking responsibility of building build room ahead of scheduling users for migrations onsite.
* Applying image on end user devices including updates BIOS and driver updates.
* Troubleshooting both hardware and software issues.
* Completing the final version of apps including in Win10 build.
* Assist in SCCM to deploy and manage the Win10 build and apps.
* Applications installations and doing migration Windows 7 to Windows 10 including Office 2013 to Office365 upgrade.
* Following the scripted documents, procedures, attention details while rolling out to Windows 10 .

**KPMG –** (June 2017 to Dec 2017)

**Role : Windows 10 Engineer**

**Responsibilities:**

* Following the scripted documents, procedures, attention details while rolling out to Windows 10 and doing floor walking.
* Desktop hardware/software installation via SCCM.
* Windows Image deployment and troubleshooting applications installations.
* BAU support for 1st &2nd line issues and following strict SLA to close tickets.
* Email configuration, troubleshooting connectivity and general operational issues on tablets, Smartphone’s, I-phones, Laptops.
* Supporting audio and video conferencing and providing problem resolution.
* Flexibility and ability to carry out any activities in support of transition projects.
* Have experience, skills of supporting all migration activities and ability of deliver service in a high-pressure environment.
* Supporting of pre and post migration activities and resolving issues when occur.
* Taking the full responsibility to close tickets by following the SLA.
* Provide technical advice, guidance and informal training for users and team members, acting as a technical resource where required.
* Troubleshooting user issues, doing documentation and sharing with team.
* Working with project managers to identify users in scope Contacting users by telephone and email to agree deployment dates and migration tasks for users to receive new desktop devices.
* Taking ownership of security incidents and service requests to mitigate security threats.
* Logging all new assets, software and hardware into the Asset Database ServiceNow (Snow) and against.
* Early life support which will include basic end user training & orientation.
* Managing floor-walking activities after post-migration and ensure users issues are logged, resolved, and escalated where required.
* Follow scripts to build and configure laptops and resolving errors when required.
* Capable of troubleshooting any user issues and doing documentation to share with team.
* Ordering desktop, laptop, mobile hardware in line with programme requirements.

**NHS –** (January 2017 to May 2017)

**Role : Rollout Engineer**

**Responsibilities:**

* Active member of Exchange 2010 to Office 365 migration project.
* Automate and document the deployment of client applications for Desktops, Laptops and In Virtual environments.
* BAU & Project Management.
* PC/Laptops-Building, configuring, updating and imaging and training users, document problems and assist on boarding users.
* Build /Prep of all devices to be rolled out & Migration of windows 7 to Windows 10.
* IT equipment moves and deploying hardware and software.
* Administration and supporting McAfee ePolicy Orchestrator Server.
* Working with service desk team on Network and Infrastructure issues.
* Early life support which include basic end user training and orientation.
* Supporting applications migration to cloud services and solutions (AWS, Azure).
* Involving in projects and rollout programs for new technical implementations.
* Asset and license tracking.

**BP–** (Nov 2016 to Jan 2017)

**Role : Windows 10 and office 365 Deployment**

**Responsibilities:**

* Lead Deployment team to rollout Windows 10 build
* Working with the infrastructure team to Upgrade AD
* Creating user accounts, updating/resetting passwords, administrating system access
* Plan and implement global deployment
* Assist/support/contribute in developing standardised, automated build process
* Troubleshoot and configure devices including iOS iPhones, iPads, and Mac books
* Installing apps on Mac book and office phones
* Experience with automated builds using SCCM 2012
* Office 365 rollout and support
* Work proactively with project managers and key stakeholders to ensure stage gate approvals meet governance standards
* Provide support and training for core software (MS Windows, Windows 10, MS Office, and Enterprise Anti-Virus) and hardware support and training for desktop, printers, scanners and fax.
* Installing authorised software to desktops
* Antivirus installation to all desktops
* Provide cross training and knowledge transfer amongst team members

**Micro team –** Mobile Support Engineer (July 2016 to Oct 2016)

**Nous Infosystems –** Systems Analyst (November 2015 – July 2016)

**Hilton Hotels –** IT Support Engineer (May 2014- Oct 2015)

**The Montcalm /Shaftesbury Group of Hotels –** IT Support Engineer (April 2012 to March 2014)

**I possess a full clean UK driving license, own car and Current DBS certificate.**