RACHIT GIRISH KULKARNI

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SUMMARY

Detail-oriented graduate student with experience in **IT support, customer service, and technical troubleshooting**, seeking to leverage technical skills and excellent communication to assist faculty and staff as a **Computer Support Assistant.**

EDUCATION

M.S., Software Engineering

Arizona State University, Tempe, AZ **4.0 GPA**

TECHNICAL SKILLS

Operating Systems: Windows (various versions), macOS, Linux (Ubuntu, CentOS), OS imaging, deployment tools, software installation and configuration

IT Support & Helpdesk Tools: Jira, Active Directory (user management), remote desktop tools (TeamViewer, AnyDesk), troubleshooting, first-line support, call management

Hardware Troubleshooting& Repair: Desktop and laptop troubleshooting, hardware upgrades (RAM, SSD), printer maintenance, peripheral troubleshooting, hardware diagnostics and imaging systems

Audio-Visual Equipment: Video conferencing tools (Zoom, Teams, Google Meet), projector and microphone setup, AV troubleshooting

Data Backup & RecoveryCustomer Service & Communication: Technical support via phone, email, in-person, customer communication, issue resolution, troubleshooting assistance, clear documentation, support ticket creation and resolution

Project Management Tools: Trello, Asana (task tracking), prioritization, time management, collaborative team environment

Scripting & Automation: PowerShell, Bash, Python (basic automation), task automation for IT processes

PROFESSIONAL EXPERIENCE

PES University : Office Aide **02/18 – 04/20**

- **Coordinated logistics** for cultural events and activities with over 1000 participants, including managing schedules, **registration, and event setup**, ensuring smooth operations
- Provided **technical support** for event setups, assisting in **troubleshooting and resolving AV** and computer issues, ensuring seamless presentations and performances
- Assisted in the maintenance and **operation of office equipment,** including printers, projectors, and other AV tools, **reducing technical disruptions by 20%** during events
- Managed inventory for **cultural club equipment and supplies,** performing regular checks and ensuring proper **documentation and organization of over 100 items**
- Helped organize and **set up AV equipment for various events,** including speakers, microphones, and projectors, **ensuring a high-quality experience** for participants and attendees
- Assisted in **coordinating the use of computers** and tech equipment for **rehearsals and preparation sessions**, ensuring all necessary tools were operational

PES University : Front Desk Assistant, CSR **04/18 – 04/19**

- Acted as the first point of contact for students, faculty, and staff, providing prompt assistance and resolving IT-related inquiries, ensuring a high level of satisfaction
- Assisted with **troubleshooting minor technical issues** (computers, printers, networking), offering step-by-step guidance to **non-technical users to resolve problems**
- Managed scheduling for meetings, events, **and appointments** for customers, **optimizing office workflow and improving time management by 10%**
- Regularly **checked and ensured the functionality of office equipment (computers, printers, fax machines),** conducting basic troubleshooting and arranging for repairs as needed
- Assisted in **maintaining accurate records for internal departmental projects and events,** facilitating quick access to important information

- **Communicated effectively with both internal and external** stakeholders, ensuring clear information dissemination regarding **technical support, office events, and schedules**

Larsen And Toubro Technology Services : Platform Software Engineer   **08/21 – 03/24**
- Designed, developed, and tested software solutions for various platform applications, utilizing programming languages like **Java, Python, and C++** to build scalable systems for enterprise clients
- Collaborated with **cross-functional teams to integrate platform solutions** into client environments, ensuring seamless communication between internal systems and third-party services
- Implemented **continuous integration and continuous deployment (CI/CD) pipelines** using Jenkins, Docker, and Kubernetes, **reducing deployment times** by 30% and improving software delivery efficiency
- Collaborated with product managers, **QA teams, and other engineering teams** to ensure that platform solutions met client needs and quality standards
- Provided **technical support to clients** by troubleshooting platform issues, delivering fixes and updates, and **improving customer satisfaction by 25%**

AVAILABILITY

I am available to **work 20 hours per week during the semester**, including evenings and weekends, to accommodate peak periods. Additionally, I am open to working **throughout academic breaks, including Fall, Winter, Spring, and Summer.** I am also willing to provide on-demand technical support during high-demand periods.