

Rahul Srivastava

Remote Support Engineer L1

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PROFILE

Customer-focused Network Analyst Technician with 2+ years' experience providing first-line IT support. Skilled at incident triage, password resets, and remote troubleshooting across Windows and macOS environments. Strong communicator who resolves user issues quickly while maintaining high customer satisfaction.

EXPERIENCE

Deskside Support Engineer L2

09/2024 – Present
Noida, UP

HCL TECHNOLOGY

- Managed endpoint security and patch compliance for 300+ corporate devices using SCCM, Intune, WSUS and Windows Defender, achieving 99% patch compliance.
- Investigated and remediated Microsoft Defender for Endpoint (ATP) alerts; coordinated escalations with SOC and security teams to contain threats and perform root cause analysis.
- Automated Defender incident triage and routine remediation (password resets, baseline repairs) using PowerShell + Intune, reducing Mean Time To Repair (MTTR) by 30%.
- Performed Azure AD + MFA troubleshooting and collaborated on identity/privilege access incidents; supported Azure AD role assignments and secure deployments.

Network Analyst L1

10/2022 – 09/2024
Noida, UP

HCL TECHNOLOGY

- Provided L1/L2 IT support for hardware, software, network, and application issues in a fast-paced enterprise environment.
- Handled incident management, service requests, and escalations using ITSM tools (ServiceNow / Remedy / Jira).
- Delivered remote and deskside support including OS troubleshooting, re-imaging laptops, VPN/DNS issues, Outlook, MS Teams, and Citrix.
- Performed user account management (Active Directory, Exchange, M365 – password resets, mailbox management, access provisioning).
- Resolved hardware & peripheral issues (printers, scanners, monitors, mobile devices) ensuring minimal downtime.
- Assisted with software installation, patching, and upgrades as per organizational policies.
- Supported VPN, Wi-Fi, and network connectivity issues for onsite and remote employees.
- Created and updated knowledge base articles to improve first-call resolution rate.
- Collaborated with senior engineers for problem management, root cause analysis, and escalations.

EDUCATION

Master Of Computer Application (MCA)

10/2020 – 08/2022
Prayagraj, UP

United Institute Of Management(Aktu)

MCA at 7.1 CGPA

Bachelor of Computer Application(BCA)

08/2012 – 05/2014
Prayagraj, UP

Swami Vivekananda Subharti University

BCA at 8 CGPA

CERTIFICATES

ITIL Foundation (2025) — • CompTIA A+ • Microsoft SC-200 Security — •

Endpoint Engineer with hands-on experience in Microsoft Intune, Autopilot, and Office deployment (ODT/OCT). Completed MD-102 training in Windows Endpoint Administration. •

The Complete Prompt Engineering for AI 2025 – Udemy (2025) — Gained hands-on expertise in building, optimizing, and applying AI prompts for real-world use cases including ChatGPT, Claude, Grok, and other LLMs.