

# Rahul Srivastava

## Remote Support Engineer L1

✉ srivastavar039@gmail.com ☎ 91-7007406303 📍 Noida, UP 🔗 [linkedin.com/in/rahulsrivastava](https://www.linkedin.com/in/rahulsrivastava)  
🐙 [github.com/iamrahulsr01](https://github.com/iamrahulsr01)

## 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.