

# Rahul Salve

## System & IT Support Engineer | Technical Support

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 Surat, Gujarat

 [LinkedIn Profile](#)

### PROFESSIONAL SUMMARY

Detail-oriented and technically skilled System & IT Support Engineer with over 3 years of experience in desktop support, system management, and IT infrastructure operations. Proven expertise in troubleshooting hardware and software issues, remote support, user satisfaction, and managing ticketing systems. Strong understanding of Windows environments and basic web technologies (HTML, CSS, JavaScript). Skilled at explaining technical issues clearly and enhancing IT service delivery with proactive solutions and leadership.

### WORK

#### EXPERIENCE



##### **System Engineer Flipkart | Surat, Gujarat | April 2024 – Present**

- Providing L1 and L2 support for hardware/software and network-related issues.
- Coordinating with cross-functional teams to resolve escalations
- Supporting MDM tools and IT asset lifecycle management.
- Answer on-the-spot inquiries from users.
- Troubleshoot hardware, Windows OS, Outlook, VPN, and printer issues
- Handled daily ticket resolution using ITSM tools.

##### **Desktop Support Engineer, ACMA Computers at Larsen & Toubro | Feb 2023 – April 2024**

- Delivered desktop, laptop, and printer support across user departments.
- Installed, configured, and maintained desktops, laptops, and peripherals.
- Provide hands-on or remote assistance in computer setups, upgrades, software operation, and maintenance.
- Responds to client inquiries and assists with the installation of computer software and
- Managed Active Directory users and password resets.
- Troubleshoot hardware, Windows OS, Outlook, VPN, and printer issues.

##### **Desktop Support Engineer, (Apprenticeship) at Larsen & Toubro | January 2022 – Feb 2023**

- Assisted in setting up and troubleshooting client systems.
- Disconnected and reconnected computers and peripherals to support office moves.
- Trained new hires on computers and software use and company policies
- Assisted in daily IT operations, imaging systems, and basic network troubleshooting



- Hardware & Software Installation
- Remote Support & Troubleshooting
- Asset Management & IT Inventory
- Network Support & Configuration
- Office 365 Administration & Outlook Configuration.
- Fast learner and self-driven with hands-on execution.
- HTML, CSS, and JavaScript (Basic Web Development)
- Printer and Scanner Configuration
- Network Printer & IP Configuration
- Drive Mapping & Shared Folder Access
- Google Workspace (G-Suite) User & Drive Management
- Clear communication with technical and non-technical users

## EDUCATION



**IIMT – International Institute of Management and Technical Studies, Ahmedabad**

(Pre-Graduate Program in Computer Science (Information Technology)

**Years:** 2025

**Industrial Training Institute (ITI), Surat**

**Years:** 2021

## CERTIFICATIONS/ PROJECTS



Google IT Support Professional Certificate – Coursera – 2024

### Projects & Key Contributions

#### ◆ **200+ Laptop Deployment & Windows 11 Upgrade – Larsen & Toubro**

- Successfully distributed and configured over 200 laptops across departments.
- Performed **Windows 11 upgrade**, OS setup, driver installations, and essential software configuration.
- Ensured asset tagging, inventory tracking, and user acceptance.

#### ◆ **OneDrive Cloud Migration Project**

- Led user onboarding and data migration to **OneDrive for Business**.
- Configured sync settings, permissions, and guided users on accessing cloud files.
- Improved backup reliability and access from remote locations.

#### ◆ **PST File Upload to Microsoft Cloud (Outlook/OneDrive)**

- Collected and uploaded users' local Outlook PST files to Office 365 cloud storage.
- Ensured proper folder structure mapping and data integrity.
- Reduced local storage dependency and improved email continuity.

#### ◆ **IT Asset Inventory System (Flipkart):**

- Created and maintained a structured inventory database using Excel and ITAM tools to track over 1,000+ assets, reducing missing hardware incidents by 30%.

