

Rahul Salve

System & IT Support Engineer | Technical Support

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PROFESSIONAL SUMMARY



Detail-oriented and technically skilled System & IT Support Engineer with 3+ years of experience in enterprise IT environments. Proven expertise in desktop support, Active Directory, hardware & software troubleshooting, Office 365, networking, and IT infrastructure operations. Adept at resolving L1/L2 issues, managing IT assets, and delivering high user satisfaction through clear communication and proactive support. Experienced in corporate setups such as Flipkart and Larsen & Toubro.

WORK EXPERIENCE



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

- Providing L1/L2 IT support for hardware, software, OS, and network-related issues
- Troubleshooting Windows OS, Outlook, VPN, printers, and system performance issues
- Coordinating with internal teams for issue escalation and resolution
- Managing IT asset lifecycle, deployment, and user support
- Handling daily ticket resolution using ITSM tools
- Supporting MDM tools and end-user devices in corporate environments

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, password resets, and basic user administration
- 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 with system imaging, asset tagging, and basic network troubleshooting

SKILLS



- 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
- Active Directory (User & Group Management, Password Reset)
- 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%.