Rajendra Hegadkar

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Summary

Dedicated and detail-oriented System Engineer with over 3+ years of experience in IT support, enterprise system maintenance, and infrastructure troubleshooting. Proven expertise in Windows environments, Active Directory, Office 365 administration, asset lifecycle management, and endpoint security, firewalls. Committed to implementing best practices, improving system efficiency, and ensuring seamless business operations through proactive technical support.

Skills

- Windows Server & AD Management
- Office 365 Administration
- IT Asset Management & Procurement
- Firewall & Network Security
- Endpoint Security & Compliance
- OS installation/configuration (Windows, Linux)
- Group Policy Management
- Documentation of configurations, incidents, audits
- Hardware & Software Troubleshooting
- 2nd/3rd-level technical support (servers, networks, applications)

Education

- Master of Computer Applications (MCA), Pune University | 2022 - 2024
- Bachelor of Science - Computer Science, Pune University | 2019 - 2022

Certifications

- CCNA – Cisco Certified Network Associate (Sysap Technologies)
- CEH – Certified Ethical Hacker (Sysap Technologies)
- ITIL Foundation (in progress)
- Microsoft Azure Fundamentals (preparing)

Professional Experience

Senior System Executive - NCIRCLETECH | 2023 - Present

- Managed full IT asset lifecycle including procurement, inventory, and decommissioning.
- Troubleshot complex Windows OS and AD-related issues ensuring minimal user downtime.
- Designed and implemented firewall rules to secure networks across departments.
- Collaborated with cross-functional teams to deploy IT infrastructure for new projects.
- Maintained Office 365 environment and ensured smooth access to collaborative tools.
- Enforced endpoint security policies and conducted regular system audits.
- Developed and managed Group Policies to enforce configuration consistency.
- Provided hands-on IT support and documented troubleshooting procedures for knowledge sharing.

System Engineer - VDA Infosolutions Pvt. Ltd. | 2022 - 2023

- Managed IT hardware assets from acquisition to disposal, including diagnosis and vendor coordination.
- Maintained accurate call logs and warranty records to streamline maintenance operations.
- Followed ITIL standards for process efficiency and tracked support issues using ServiceNow.
- Provided prompt support to end-users, resolving hardware/software issues with minimal escalation.
- Ensured smooth coordination between IT teams and vendors for resolution of technical issues.