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| **Experience** Dates From – Oct.2018 till Dec.2019Service Desk Analyst, prudential Global services  * Troubleshooting of hardware devices, common software, Access Management * Generating reports from Landesk ticketing tool |
| Dates From – Nov.2016 till Sept.2018sr. Analyst, travelex India Pvt. Ltd.  * Software installation, new access control, email support for various software issues * Reporting P1 & P2 issues to relevant team and follow up   **Dates From - SEPT.2011 TILL JUL.2016**  TECHNICAL SUPPORT ENGINEER, MPHASIS LTD.   * VPN Support, Internet issues, Software installation, backup, antivirus support * Mapping databases, troubleshooting network printers, desktops   **Dates From – APR. 2005 TILL AUG. 2011**  SR. Customer Support Associate, Firstsource Soln.Ltd.   * Processing transactions of Back-office for Lloyds TSB Bank, U.K. * Training new joiners & Quality checking, Process Improvement idea * Worked as Complaint Analyst   **Dates From – SEPT. 2004 –APR. 2005**  HELP DESK ENGINEER, SUTHERLAND GLOBAL SERVICES PVT.LTD.   * Email & web-chat process for Microsoft Windows XP SP 2 * Voice support for HP home users for Internet issues & hardware installation * Guided for improving system performance, installing antivirus software etc.   **DATES FROM – OCT.2003- JUN.2004**  CUSTOMER INTERACTION EXECUTIVE, RELIANCE INFOSTREAMS PVT. LTD.   * Worked on domestic contact center for Reliance India Mobile * Assisted for billing, handset, network, Value Added Services   **DATES FROM – JUL.2001 - OCT.2003**  COMPUTER OPERATOR, MARTIN & HARRIS PVT. LTD.   * Worked in EDP for Pharma division * Co-ordinated with Sales team   **DATES FROM – MAR.2001-JUN. 2001**  FACULTY MEMBER, DOTS SOFTWARE SOLN. IND.LTD.   * Worked as a faculty during summer vacation     **Education** |

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| jan. 2015 B.A., Y.c.m.o.u. B.A. Major Subject: English GPA: 57% |
| **JAN. 1998** Engg. Diploma in Industrial Electronics. M.S.B.T.E.  GPA:56%  **Activities**  ITIL Foundation certified experienced IT Service Desk Analyst. |