

Vineeth Devi Prasad Rao

Markham ON, L3P 6K7

☎ (857) 320-9529

🇨🇦 Permanent Resident of Canada



rao.vin



jobs@rao.vin



[linkedin.rao.vin](https://www.linkedin.com/in/rao.vin)

EDUCATION

Hamilton College (Clinton, NY, USA) – *Bachelor of Arts, Physics* (2011–2015)

Senior Thesis: Radio-Frequency Electronics in an Optically Pumped Rubidium Magnetometer.

WORK EXPERIENCE

Audley Travel (Boston, MA, USA) – *IT Support Specialist* (November 2016–present)

- Achieved highest ticket throughput & closure and 97% customer satisfaction rate for H-1 2017.
- Earned President's Award for Values (Positivity) in Q-1 2017. Won Top Performer Award in H-1 2017.
- Saved time and resources for both end-user and IT department by automating regular tasks.
- Administered user accounts through Active Directory and email through Mimecast & Exchange consoles.
- Involved in troubleshooting issues involving SQL server, Avaya VoIP phone system and Cisco Meraki.
- Remotely collaborated with colleagues in software development and IT infrastructure in offices in London, UK and company headquarters in Witney, UK.
- Participated in sales training to appreciate Audley's approach to successful sales in the travel industry.

Peakwork AG (Cambridge, MA, USA) – *Application Support Engineer* (April–August 2016)

- Installed, modified, upgraded and maintained the LAMP-based Peakwork application stack.
- Collaborated closely with geographically dispersed colleagues in software development, project management and business development.
- Helped identify customer-specific needs and explained complex problem-solving processes to international clients in a dynamic and deadline driven environment.
- Assisted the department in transitioning from MediaWiki to Confluence for documentation and collaboration, and from MantisBT to JIRA for issue and project tracking.

Physics Department (Hamilton College, NY, USA) – *Research Assistant* (Summer 2014)

- Devised experiments, analyzed data and interpreted findings related to optical physics.

IT Department (Hamilton College, NY, USA) – *Help Desk Tier 1 Trainer* (2013–2015)

- Trained new student employees and formulated ways to revamp Help Desk workflow.
- Communicated, diagnosed and resolved issues with clients of varying technical abilities.
- Delivered 100% customer satisfaction in June 2015. Achieved highest ticket closure in Sep. 2015.

Alumni Center (Hamilton College, NY, USA) – *Phonathon Student Development Associate* (2011–2012)

- Conversated with Hamilton College alumni over the phone and solicited gifts for the Annual Fund.

TECHNICAL TRAINING AND EXPERIENCE

Languages	PowerShell, Python, C++, Java	Platforms	Windows, Macintosh, Linux (RedHat)
Web	HTML, CSS, JavaScript	Database	R, MySQL, Microsoft Excel

COLLEGIATE AND COMMUNITY ACTIVITIES

- Enacted the roles of Oberon & Theseus in student production of *A Midsummer Night's Dream* (2015).
- Performed advanced classical piano pieces in student solo musicales and concerts (2013–2015).
- Involved in training for CrossFit and Olympic-style Weightlifting (since 2014).
- Achieved the Silver International Award for Young People (Duke of Edinburgh's Award) (2011).

Vineeth Devi Prasad Rao

Markham ON, L3P 6K7

☎ (857) 320-9529

🇨🇦 Permanent Resident of Canada



rao.vin



jobs@rao.vin



linkedin.rao.vin

SUMMARY OF TECHNICAL INTERESTS, TRAINING AND EXPERIENCE

	Google IT Support Professional
Certifications	Systems Security Certified Practitioner (SSCP) – ongoing
	Google Apps for Business (G-Suite), Office 2010/2013/2016/365, Exchange Admin Center, Active Directory
Productivity	
Desktop	Microsoft Windows 7,8,10 & Apple macOS, Linux Ubuntu
Mobile	Android & Apple iOS
Server	Red Hat + CentOS & Ubuntu 14.04
Cloud	Amazon Web Services, Google Cloud Platform
Virtualization/ Containerization	VirtualBox, Citrix, Vagrant, Docker
Collaboration	Slack, Confluence, JIRA, HipChat
Telephony	Avaya Communicator - VoIP Client, SIP Phone
	Cisco switching, Meraki Wireless, Cisco Prime Infrastructure, PRTG Network Monitor
Networking	
Security	Sophos Antivirus, Avecto Defendpoint, Mimecast Email Security
Database	R, MySQL, Microsoft Excel
Programming	PowerShell, Python, C++, Java (basic understanding of all)
Web	HTML, CSS, JavaScript

Vineeth Devi Prasad Rao

Markham ON, L3P 6K7

☎ (857) 320-9529

🇨🇦 Permanent Resident of Canada



rao.vin



jobs@rao.vin



linkedin.rao.vin

Audley Travel

President's Award – 2017 Q1

"Vineeth is a great team player, attending to ticket requests left and right. He always makes an effort to attend to everyone's technical needs and does so in a timely manner, which is greatly appreciated by all of us. He has such a positive demeanor and does his job without any complaints. When assigned a task, he handles it head on and makes sure to deliver the best results with a smile."

Nominated by employees of Audley Travel and awarded by Managing Director, USA on May 18, 2017.

Top Performer – 2017 H1

Being Positive – For going the "extra mile" and "performing above & beyond" consistently during H1.

"Vineeth is one of the most friendly people in the office which is greatly appreciated and admired as he has one of the most challenging and exhausting jobs. Everyone takes notice that he works as hard and fast as he can and does it all with a smile and cheery attitude.

Thanks for all that you do Vineeth."

Nominated by employees of Audley Travel and awarded by Group Leadership Team and Managing Director, USA on August 4, 2017.

Hamilton College

Recommendations from professors, managers and clients. Originally published on LinkedIn and Hired.

"I am pleased to recommend Vineeth Devi Prasad Rao. I know him quite well, for more than three years. I have taught him in several classes and served as his adviser. He attended many of the events sponsored by my Alexander Hamilton Institute. Simply put, Mr. Rao is one of the most courteous and well-mannered students I have taught in thirty-five years at Hamilton College. He has a fine sense of humor and a versatile mind. I have taught him in two great books classes. He has read Montesquieu's Spirit of the Laws and Tocqueville's Democracy in America cover to cover. He speaks and writes English fluently. He has keen interests in physics and engineering. He plays the piano beautifully. Should you hire Mr. Rao, you would be getting a cultured, intelligent, and gifted young person who could be something quite special if he channels his energies in a particular direction. I recommend him enthusiastically. Should you need any additional information, please don't hesitate to contact me at any time."

— **Robert L. Paquette**

Professor of History, Hamilton College | Executive Director, Alexander Hamilton Institute

March 15, 2016 – Robert taught Vineeth at Hamilton College

✉ rpaquett@hamilton.edu

☎ (315) 859-4410

"Vineeth worked at the Hamilton College Help Desk, and I was a frequent caller.

Needless to say - I spent a lot of time on the phone with Vineeth. His technical skills, which are impressive, are matched in equal measure to his professionalism, calm demeanor, and sense of humor. I mention demeanor and humor because they are important. They also put me at ease and made it much easier for me to work through the problems with him.

Vineeth helped me countless times when I, working under deadlines, ran into technical glitches. There was never a problem too big or complex for him to solve. And, simply put he was helpful. He walked me through the problems and solutions. I always learned something - often what I was doing wrong and how to correct it for the future. His approach was step by step, clear and concise. Vineeth would be an excellent Help Desk Trainer, again bringing his strong technical and problem-solving skills, teaching skills, and professionalism to the position."

— **Virginia (Ginny) Dosch**, *Student Fellowships Coordinator at Hamilton College*

February 24, 2016 – Virginia (Ginny) was Vineeth's client

✉ vdosch@hamilton.edu

☎ (315) 859-3945

"My experience with Vineeth is as a frequent user of the Hamilton College Help Desk, where Vineeth is a consultant. The Help Desk is an operation of Information and Technology Services. Vineeth has always provided excellent guidance for my questions about Word and Excel. He is infallibly patient, cheerful, and courteous. I recommend him strongly for any position in which interacting with users of computer software is important."

— **James Bradfield**, *Professor Emeritus of Economics, Hamilton College*

March 14, 2016 – James was Vineeth's client

✉ jbradfie@hamilton.edu

☎ (315) 859-4011

"Vineeth was my advisee his first two years at Hamilton College. He worked very hard in a difficult scientific curriculum and was a pleasure for me to work with. He is a good speaker whom I would expect to work well with others and to contribute to whatever organization he is associated with. He also would be a good candidate for graduate education and I would expect him to be successful in such a program."

— **Bob Simon**, *Professor of Philosophy Emeritus at Hamilton College*

February 27, 2016 – Bob taught Vineeth at Hamilton College

✉ rsimon@hamilton.edu

☎ (315) 859-6687

"Over the past few years, Vineeth has been my "go to" professional at our College's Help Desk. His assistance is professional, timely, and most importantly - effective. One thing I especially appreciate about Vineeth's help is that his high level of technical expertise often enables him to offer recommendations that are in addition to a basic trouble-shooting request."

— **David Bell**, *Director of Career Development at Hamilton College, Hamilton College*

January 17, 2016 – David was Vineeth's client

✉ dbell@hamilton.edu

☎ (315) 859-4544

"Vineeth provided excellent customer service and technical support while employed by us during his time at Hamilton as a student."

— **Debbora (Bartel) Quayle**, *Director of Help Desk & Communication, Hamilton College*

January 7, 2016 – Debbora managed Vineeth at Hamilton College

✉ dquayle@hamilton.edu

☎ (315) 859-4031

"I had the pleasure of working with Vineeth for several years at Hamilton College. Vineeth is highly professional and knowledgeable, while maintaining a great personality and customer service ethic. He would be an asset to any company."

— **Kristin Strohmeyer**, *Reference Librarian at Hamilton College, Hamilton College*

January 15, 2016 – Kristin worked directly with Vineeth at Hamilton College

✉ kstrohme@hamilton.edu

☎ (315) 859-4481

"I managed Vineeth directly while he called for Hamilton's Annual Giving program. What stood out most to me was Vineeth's willingness to have conversations that were outside his comfort zone, and apply different tactics himself until he became successful. I could depend on Vineeth not only to be willing to have difficult conversations, but also to ultimately deliver results. In a job with high caller turnover, Vineeth's ability to engage prospects and secure gifts made him essential to our team achieving its goal. He has my sincere recommendation."

— **Alexander DeMoulin**, *Manager, Phonathon Program, Hamilton College*

January 7, 2016 – Alexander managed Vineeth at Hamilton College