**Rakesh Kudire**

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**SUMMARY**

* Results-oriented IT professional with a proven track record in technical support, cloud computing, and customer service.
* Adept at resolving hardware and networking issues, implementing service desk management, and troubleshooting a range of IT challenges.
* Experienced in managing multi-channel cloud interactions, proficient in ticketing systems, and skilled in optimizing office workflows through Office 365.
* Known for delivering innovative solutions and committed to contributing dynamic skills to advance cloud computing initiatives.



**EDUCATION**

**Lewis University,Romeoville, IL** Oct 2021 - Dec 2023

Master of Science, Computer Science/Enterprise and Cloud Computing GPA: 3.45/4.0

**Courses:** Large-Scale Data Storage Systems, Distributed Computing Systems, Cloud Computing and Virtualization, Cloud and Virtualization Security

**TKR College of Engineering and Technology,Telangana, India** May 2013 – May 2016

Bachelor’s in Electrical and Electronics Engineering GPA: 6.0/10

**S.E.S.-S.N.Murthy Polytechnic,Telangana, India** May 2009 – Dec 2012

Electrical And Electronics Engineering (Diploma) GPA : 7.0/10



**Technical Skills**

**Certifications**: Embedded C, Hardware and networking

**Operating Systems:** Windows, Windows Server, Unix, Linux, MacOS, Android, ChromeOS, VMware, VirtualBox

**Networking**: LAN, WAN, Wireless, Cisco Networking Academy

**Languages:** Python, SQL, JavaScript, Swift, Kotlin, iOS Development, Android Development, Assembly

**Web**: HTML, HTML5, CSS, Ajax, WordPress, JavaScript, Python-Django, Spark, node.js

**Hardware/Systems**: PC, Mac, Cloud, Virtualization, NAS, SAN, Clustered Computing, Backup, Disaster Recovery, Networking Appliances, Enterprise Mobile Device Support



**PROFESSIONAL EXPEREINCE**

Lewis University, Romeoville, IL Apr 2022 - May 2023

IT Support Specialist

* Successfully operated and maintained a variety of A/V equipment, including projectors, media systems, PA systems, microphones, and mixing boards.
* Utilized troubleshooting skills to quickly identify and resolve technical issues, minimizing downtime during presentations and events.
* Provided technical support for widely used software and applications, including Microsoft Office,

internet browsers, Blackboard, and classroom software. Managed and maintained Classroom.

* Resolved complex hardware and networking issues for university staff and students.
* Optimized service desk operations, ensuring efficient and timely technical support.
* Provided comprehensive technical support across various IT challenges.
* Adept at handling inbound and outbound calls, ensuring effective communication with end-users.
* Managed multi-channel cloud interactions for seamless user support.
* Utilized ticketing systems for issue tracking and resolution.
* Contributed to the maintenance and optimization of cloud infrastructure

**Tech Mahindra Limited, Hyderabad, India** Jan 2020 – Aug 2021

Senior Technical Support Associate

* Responded promptly to customer requests through various channels, including phone queue, emails, and chat support, ensured timely and effective communication.
* Provided after-hours on-call support, demonstrating a commitment to troubleshooting and resolving technical issues around the clock.
* Supported end-user devices and peripherals, covering a broad spectrum of issues related to computer

hardware, operating systems, communications, software applications, data processing, and security.

* Managed IT break-fix requests from customers across multiple entry points, offering resolution for level 1 and some level 2 issues, and escalating complex issues to the appropriate teams.
* Acted as the first line of the help desk, remotely troubleshooting issues related to hardware and software, encompassing Windows, Mac OS, Apple, Google for Work, Android Phone Support, MDM, AirWatch, etc.
* Exhibited expertise in dealing with retail industry devices such as Point-of-Sale devices, Zebra devices, switches, routers, printers, and other store equipment devices.
* Conducted post-resolution follow-ups to help requests or incidents, ensuring customer satisfaction and addressing any lingering concerns.
* Conducted in-depth research to identify and resolve technical problems, contributing to a more efficient and effective support system.
* Played a key role in creating and updating knowledge articles and support processes, enhancing the team's overall efficiency.

**[24]7.ai, Hyderabad, India** Nov 2018 – Dec 2019

Digital Interaction Executive

* Diagnosed and resolved hardware and software issues promptly to minimize downtime.
* Integrated cloud-based chat services with productivity tools like project management platforms, calendars, and task tracking applications.
* Multitasked effectively, prioritizing tasks for timely technical support delivery.
* Configured and maintained LAN and WAN infrastructure for optimal connectivity.
* Efficiently managed Office 365 applications for seamless operation.
* Communicated technical information effectively to both technical and non-technical stakeholders.
* Configured and maintained wireless networking solutions, ensuring secure and reliable connectivity.
* Utilized CRM tools to manage customer interactions, track issues, and contribute to building strong customer relationships.
* Demonstrated professionalism in customer interactions, ensuring a positive experience.
* Contributed positively to team dynamics, troubleshooting complex technical issues.
* Contributed to and updated the knowledge base, documenting solutions and best practices.

**HGS - Hinduja Global Solutions, Hyderabad, India** Apr 2017 – Jul 2018

Customer Relations Officer

* Provided comprehensive technical support for Office 365, employing critical thinking and problem-solving skills to resolve issues promptly.
* Actively participated in cross-functional teams to develop and implement innovative technology solutions, showcasing strong teamwork.
* Interacted with customers professionally, demonstrating excellent phone etiquette while addressing inquiries and providing timely assistance.
* Executed data entry tasks accurately, showcasing meticulous attention to detail in maintaining precise records.
* Diagnosed and resolved hardware and software issues efficiently, minimizing downtime for end-users.
* Communicated technical information clearly to both technical and non-technical stakeholders, fostering understanding.
* Actively contributed to the knowledge base by documenting solutions and best practices for future reference.
* Provided comprehensive support for information technology systems, including desktop setup, configuration, and troubleshooting.
* Delivered exceptional customer service, identifying opportunities for sales and promoting additional products or services.
* Utilized CRM tools to manage customer interactions, track issues, and contribute to building strong customer relationships.
* Applied critical thinking and problem-solving skills to address various challenges, ensuring efficient and effective solutions.



**PROJECTS**

**Cloud Document Management** June 2023

* Developed and implemented a scalable cloud document management system to enhance organizational efficiency.
* Integrated AWS S3 for secure and scalable cloud storage, facilitating efficient document organization.
* Implemented robust user authentication, access controls, and document versioning for data security.
* Designed a powerful search mechanism for quick document retrieval based on keywords and metadata.
* Integrated collaborative editing tools, fostering real-time collaboration among multiple users.
* Established audit trails and logging to track user activities, ensuring accountability and compliance.
* Configured automated backup routines and recovery strategies for data safety.
* Integrated AWS SNS for timely notifications on critical document-related events.
* Designed mobile accessibility for seamless document management on mobile devices.



**Volunteer Experience**

Swecha Organization, Telanganga, India Sep 2016 - Nov 2016

* Played a pivotal role in initiatives for the empowerment and education of underserved girls.
* Involved in projects providing educational opportunities, financial assistance, and clothing to girls.
* Observed firsthand the positive influence of education on the lives of young girls in the community.
* Actively participated in raising awareness and funds to support Swecha's noble cause.
* Collaborated with like-minded individuals on various projects aimed at creating a lasting impact.
* Worked on projects highlighting the crucial role of education in the lives of girls.
* Contributed to initiatives fostering a supportive community for the well-being of girls.