**Rohit Shivde**

Mobile- +91 8855054204

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# HIGHLIGHTS

* **Primary Skills:** 
  + CCTV Technical.
  + Access Control Basic.
  + Power Fence Technical.
  + Visitors Management System.
  + Network L1 Support.
  + Computer Hardware Support.
* **Additional Skills:** 
  + Operating System: Windows, Linux- Ubuntu.
  + Other Tools: Putty, Video Management System Application, Access Control System Application.

# SUMMARY

Total 13.3 Years of Experience in the Information Technology Industry.

* CCTV and Access Control Requirement Gathering by doing Site Survey.
* Configuration and installation of CCTV cameras as per Client Requirement.
* With the help of Vendor installation of Access Control System.
* Technical support to Visitors Management System team.
* In case any application related issue coordinating with IT/Software team for resolution.
* Identification and rectification of offline cameras issues.
* Coordinating with IT team for network related support.
* With the help of IT team configuring BMS switch port for Camera and Access control Devices
* Presentation to Clients regarding Surveillance System.
* Attended Clients Internal as well as External Audits.
* Preparing and Maintaining Daily, Weekly and Monthly reports.
* With the help of Vendor Power Fence installation and commissioning work carried out.

# EDUCATIONAL QUALIFICATION

* Bachelor of Engineering (Computer Engineering), University of Pune-2008.
* Diploma (Computer Engineering), M.S.B.T.E. Mumbai-2004.
* SSC, Mumbai-2000.

# EXPERIENCE

## Unique Delta Force Security Pvt. Ltd. 01-OCT-2009 to Present

**Designation:** Admin Executive**.**

**Role**: Engineer.

**Team Size**: 42.

**Responsibilities: -**

* As a Team Leader, utilization of available manpower and assign tasks to each team member as per their capabilities and expert areas.
* Requirement Gathering of CCTV and access control system as per client requirement with help of vendors.
* Coordinating with Network and system teams for IT related support.
* Coordinating with Facilities team for Infra and Electrical related support.
* Prepare accurate and timely Reports as per Client requirements.
* Coordinating with Vendors for Half yearly CCTV maintenance.
* Coordinating with Milestone Application team for Configuring and adding cameras in VMS application.
* Diagn~~o~~se and troubleshoot technical issues, including account setup and network configuration.
* Track issues through to resolution, within agreed time limits.
* Talk clients through a series of actions, either via phone, email, or chat, until they’ve solved a technical issue.
* Properly escalate unresolved issues to appropriate internal support teams.
* Provide prompt and accurate feedback to customers.
* Refer to internal database or external resources to provide accurate tech solutions.
* Prioritize and manage several open issues at one time.
* Asset allocation and deallocation in System.
* Walk customers through installing applications and computer peripherals.
* Conducted remote troubleshooting.
* Test alternative pathways until issue gets resolved.
* Record technical issues and solutions in logs.
* Direct unresolved issues to the next level of support personnel.
* Report customer feedback and potential product requests.
* Help create technical documentation and manuals.
* Conduct monthly training programs.
* Presentation of Surveillance and Access Control system to Clients.
* CCTV and Access Control time Synchronization with NTP server.
* Firmware upgradation activity.
* Camera View Adjustment and relocation as per Client requirements.
* Technical support to Visitors Management System.
* Taking care of Power Fence Management System with help of in-house team and vendor team.
* Incident reporting and closure reports.
* Managing and maintaining security equipment used for security operations.

# PERSONAL DETAILS

* Date of Birth : 11th March 1985.
* Marital Status : Married.
* Nationality : Indian.
* Passport No : P6230804.
* Languages : English, Hindi and Marathi.
* Current Address : Flat No. 1005, D2, Blue Dice Society, Patil Nagar, Chikhali, Pune-411062.

# DECLARATION

I hereby confirm that the information given in this resume is true to the best of my knowledge. In case any error or omission is found later I shall be liable for the consequences.

**ROHIT SHIVDE**