Mr. Rahul Tripathi

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Personality Traits

- ➢ Committed, Disciplined, Ambitious & Result Oriented.
- ➢ Hardworking, Extremely reliable, Considerate & Organized.
- ➢ Self-Initiative, Self-educative & a strong belief in "LEARN & CHANGE".
- ➢ Comfortable working with all personality types.

Academics

Graduate:-

- ➢ B.C.A (76%) in MAY 2007 from TMV Gultekdi (Pune) University.
- ➢ Specialized in Computer's (IT).
- ➢ Qualified State Level Maharashtra Government Computer Instructor Exam.

Professional Qualification & Certification

- ➢ **Six Sigma White Belt (**Internal Certified**)**
- ➢ **MCSE** – Microsoft Certified System Engineer.
- ➢ **IBM-(Messaging)**–IBM LotusNotes 7 SysAdminOperating Fundamentals Server.
- ➢ **SEP (Training)** - Service Excellence Program Training (Wipro).
- ➢ **ITIL -** IT Service Management Based on ITIL Best Practices.

Technical Skill Set:-

Hardware	Knowledge of Servers, Desktops, Laptops, Network Printers, Scanners and All other H/W accessories, Installing and configuring, Knowledge of computer Assembling and Installations, IPhone and Blackberry Phone Installation And trouble shooting.
Software	Knowledge of Installation of all types of Operating Systems like (Win98,Win ME, Win XP,Win 2k,Win2k3), JD,Knowledge of installations S/W, Knowledge of Safe Boot installation and configuration Citrix Server.
Internet Security	Operating System Hardening on Desktops Proper Antivirus solution (Norton Antivirus & MacAfee) and providing proper update solutions, Patch Management (Microsoft).
Messaging	Knowledge of configuration and troubleshooting of IBM Lotus Notes 6.5/ 7.0/8.0 Version, Outlook 2010.
ITIL	IT Service Management, Service Desk, Service Level, Planning, Managing Out Source Vendors.

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Practical Experience:-

Company : **Wipro InfoTech Limited (Impact InfoTech Ltd)**
Project Site : **Reliance Capital Group in Navi Mumbai location.**
Period : From 1 Feb 2008 to 10 Dec 2009
Designation : **Sr**.Technical Remote Support Engineer.

Responsibilities:

- Given the Remotely Support in all over India for Reliance Capital users.
- Desktop Hardening and Installation of Standard operation procedure as per Reliance Capital IT-Policy.
- Providing **Training to New Joinee Helpdesk Engineer.**
- Installation, Configuration and troubleshooting of Lotus notes.
- Responsible for resolving daily calls of customer related problems in daily computer operations.
- Installation, Configuration and troubleshooting Life Asia.
- Installation of Safe Boot for Data Encryption in Client laptops.
- Managing Local & LAN Printer & troubleshooting them.
- Managing IT Service within SLA, through Helpdesk calls log systems.
- Achieving target and maintain SLA within time Responsible to give technical support to FM Engineers.
- Support more than 50000 end-users with computer, network systems and peripheral devices.
- Installing & Updating MacAfee Antivirus.
- Maintain software and hardware inventory records
- Assisting remotely to the user.
- Manage the configuration and performance management of all PC systems and telecommunications.
- Assembling/De-assembling of Computers and various computer cards.
- Installation of Internet Information Services 6.0
- Mapping Drives, Folders & Files.

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CMS COMPUTERS   **Site: SYSTIME (MAHAPE)**

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DESIGNATION : Sr.FMS Engineer.

Duration   : 11Th Dec 2009 to May 2011.

Responsibilities: .
- Installation, Configuration and troubleshooting Lotus notes**.**
- Handling escalation calls from L1 Engineers

- ➢ Installation of application software's like JDE. Oracle.
- ➢ Installation & Troubleshooting of Development software's like VS.Net 2005, Visual Studio, SQL Server & Client.
- ➢ Managing & Handling LAN & Wireless Network issues.
- ➢ Troubleshooting Software & Hardware related problems
- ➢ Managing IT Service within SLA, through Helpdesk calls log systems.
- ➢ Achieving target and maintain SLA within time Responsible to give technical support to FM Engineers.
- ➢ Managing Local & LAN Printer & troubleshooting them.
- ➢ Support more than 1200 end-users with computer, network systems and peripheral devices.
- ➢ Managing Daily and Weekly backups.
- ➢ Configure the systems in domain.
- ➢ Also gives support to a VOIP phones.
- ➢ Updating the inventory records with latest OS and hardware details.
- ➢ Installation and Configuration of various VPN likes Cisco VPN Client, Nortal VPN client & Handling various issues of VPN.
- ➢ Responsible for resolving daily calls of customer related problems in daily computer operations. Resolve problems related hardware, software, and network.
- ➢ Maintaining and providing technical support to Software Development Projects.
- ➢ Troubleshooting LAN using Ping, Tracert tools.
- ➢ Checking the network connectivity from Host to server onsite as well as on remote locations. Using commands like Telnet, Tracert, and ping.
- ➢ Troubleshooting Cisco VOIP Phone

Thomson Reuters   Location: - Andheri (east)

DESIGNATION : **Sr.Systems Engineer.**

Duration   :   May 2011 to till date.

Responsibilities:
- ➢ **Handling IT Service desk Engineer's and Helpdesk Team.**
- ➢ **Following ITIL Concept.**
- ➢ **Managing SLA.**
- ➢ **Managing Vendor.**
- ➢ Good Experience on Service desk.
- ➢ Troubleshooting Citrix and platform related issue.
- ➢ Handling escalation calls from Engineers.
- ➢ Ensure the team is collaborating closely with our Client and understands their requirements.
- ➢ Part Of Internal Audit Team.
- ➢ To ensure no one person in my team is solely responsible for any task or activity.

- To ensure the team is self-organizing.
- I am ultimately responsible for any issues or problems within the team and to make sure they are dealt with appropriately.
- To ensure all team members turn up promptly to team meetings including stand up, retrospective and planning.
- Allocating tasks to Engineers.
- Ensuring the performance of the staff is of a high standard.
- Organizing holidays and training.
- Discussing and resolving problems.
- Giving Training to Troubleshooting Cisco IP Phone.
- Doing weekly Meeting to Improve Services.
- Handling Bio-Metrics Device for Attendance Management.
- Making shift Roaster
- Trained New Joined Engineer and user also.
- Trouble shooting of Thin Client.
- Work On Citrix Platform.
- Giving on Site training to Engineer through WebEx or through VC.
- To ensure my team is always working on the highest priority work and is aware of the priority.
- Carrying out performance reviews.
- Ensuring the processing of all recurring tasks and projects related to the business with optimum productivity.
- Resolving inquiries, problems, complaints, or emergencies affecting availability or quality of services. Responding to sensitive, technical, or complex inquiries or service complaints.
- Providing technical advice to Information Technology staff and other departments on systems, software, hardware, and data communication.
- Managing assigned operations to achieve goals within available resources, planning and organizing workloads and staff assignments, reviewing progress, directing changes in priorities and scheduling as needed to assure work is performed in a timely and efficient manner.
- Monitoring the operation and security of all computer hardware and ensure that it is operating properly.
- Breaking down and clarify the goals that each team or individual have to perform and assign work schedules and strategies.
- Assisting in the management and development of all IT services for the Company
- Following up application development and management
- Suggesting and implementing improvements in internal processes along with possible solutions
- Establish effective IT security policies and procedures to reduce risk and improve productivity.
- Controlling the security aspects of IT systems, scheduling upgrades and security backups of hardware and software systems and ensuring backup is tested and operating successfully
- **Also I Get "Team of the year Award 2012" for maintaining good team.**

Team Management:

➢ Enforcing the management instructions and decisions through Setting the example for the team

➢ Developing performance measuring tools to assess, monitoring and manage employee performance and contribution across the whole IT department according to each employee action plan and assigned tasks

➢ Organizing regular meetings with the team to discuss the ongoing projects progress and organizing workshops to develop and initiate solutions to problems that might occur

➢ Ensuring that the staff can cope with the work load and stress by offering them support , motivation and appreciation

➢ Supervising and training of IT staff to effectively utilize each team member to his/her fullest potential.

➢ Leading the staff to follow that direction to reach assigned targets

➢ Reinforcing team spirit between the staff to ease up any conflict situation that might appear

➢ Motivating the IT team to work together in the most efficient manner.

➢ Working with project teams to help implement Internal Systems

➢ Keeping a good communication level with other departments and coordinating any necessary action with the managers, networks and clients

➢ Communicating the vision of the company to the IT team, keeping them well informed of changes within the organization

➢ Keeping track of lessons learned/ trainings acquired and share those lessons with team members.

Awards:-   Employee of the Year Award.

Award to handle the Team.

Strengths:

Good Oral and written communication skills.
➢ Customer service orientation.
➢ Ability to grasp things quickly.
➢ Confident of any work.
➢ Challenge accepting nature.
➢ Keen to learn new Things.

Personal Details

Date of birth   : 8th march 1986
Gender   : Male.
Marital Status   : Married.
Nationality   : Indian.
Religion   : Hindu
Languages   : English Hindi and Marathi.
Height   : 5.5 ft
Blood Group   : A+ Positive.
Hobbies   : Reading books, Reading news paper, Playing Cricket.

I, **hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.**

Rahul Tripathi.