Redekar Rahul Suresh

*201,Siddeshwar Co.Op.Ho.So., Near kalwa post office,Kalwa (W),*

*Thane-400605,Maharashtra*

***Mob:*** *+91 9892599965*

***E-mail:*** [***rahulredekar98@gmail.com***](mailto:rahulredekar98@gmail.com)

*IT Support Engineer with 10+ of experience in IT Industry*

*Project Execution ~Server Hardware & Networking ~Installation & Troubleshooting ~Team Management*

***SKILL***

|  |  |  |
| --- | --- | --- |
| Windows | Linux | SSCM 2010 |
| Office 365-Thunderbird | Networking | Vmware |
| Antivirus | Symantec backup |  |

# Team Lead – IT

***CAREER HISTORY***

**NISA SOLUTION PVT.LTD.**

# (August 2022 to Till date) Job Profile : IT Support Engineer

* Design, implement, install, configure and troubleshooting Microsoft windows server 2016.
* Administering Windows Server networks, domains, roles and services.
* Troubleshooting and maintenance Active directory, DNS and DHCP.
* Implementing, Managing and Monitoring Network Devices.
* Develop solutions to customer problems using the best technologies available.
* Configure antivirus software to fully protect IT environment.
* Monitor the performance of the computer systems and address issues as they arise.
* Provide technical support for software reconfiguration to aid in function customization.
* Test software performance throughout the desktop network to ensure peak performance.
* Install computer hardware and software on desktops to keep versions current.
* Initiate and complete Microsoft Windows server operating system updates.
* Network with LAN/WAN and AD for continuous company connection.

# Jupiter Hospital – Thane

(May 2022 – August 2022)

# Job Profile : Hardware Engineer (Linux Administration)

Treat all customers in a professional, respectful manner

* Handling Technical support tickets from web hosting customers
* Supporting the roll-out of new applications
* Provide client support and technical issue resolution via E-Mail, phone and other electronic medium
* Troubleshooting a variety of technical issues customers are having with their web hosting services
* Prioritizing and managing many open Ticket at one time
* Successfully completes other duties and projects as assigned.
* Linux, Installation of Linux in different modes and additional Packages using RPM and YUM
* User administration and password policy management.
* Knowledge in booting and shutdown procedure
* Good knowledge of File System management and ACL
* Troubleshooting Linux, User and Group management.
* Having the knowledge of creating LVM.

# CMS IT Services Pvt Limited – Mumbai

(June 2018 – May 2022)

**Job Profile: Sr. Customer Support Engineer Client: Citec Engineering India Pvt Ltd**

Expertise in Active Directory Support & Administration

* + Design and implementation of AD, Domains, Sites, OUs, GPOs & Identity Management
  + Group Policy implementation
  + Maintaining the replication between Domain controllers.
  + Experience in Exchange Server 2016 & Office 365
  + Analyzed and resolved technical issues relating to system architecture.
  + Performed disaster recovery from tapes and maintained databases using Exchange utilities.
  + Execute & manage Office 365 migration for various clients (100-500)
  + Maintained detailed technical documentation of messaging and system architecture.
  + Providing Support through ITSM
  + Working closely with Incidents, Service Request. Tasks with SLA time line.
  + Creating Change records and implementing them as a proactive measure to reduce the problems.
  + Tools: Dameware Remote tool with AD Management application
  + Installation & Maintenance of Engineering Application

Autodesk, Tekla Structures, Dimensional Solutions – Foundation 3D , MAT 3D , Bentley – Micro station, Staadpro v8i, Dlubal – RFEM , ETAP , SIGMA – Rohr2 , INTERGRAPH – Ceaser-II, Smart Plant 3D, Smart Plant Instrumentation & Smart Plant License Manager , Stoner Pipeline Simulator

# Orient Technologies Pvt Limited – Mumbai

(March 2013 – June 2018)

# Job Profile: System Engineer

**Client: Citec Engineering India Pvt ltd**

* Windows 2008 and Windows 2012 administration/Deployment
* Maintaining Active Directory - Good experience in Creating Users, Groups and OU
* Experience in Multiple Domain Controller, ADC, DHCP & DNS
* Implementing group policy and troubleshooting issue related to GP
* Maintaining the replication between Domain controllers.
* Assigning Folder Sharing and Security Permissions
* Batch Job scheduling
* Created and managed Mailboxes, Mailbox Databases
* Successfully installed and maintained Video conferencing Systems (Tandberg, Cisco MX-200)
* Implemented VMware - ESXi 5.5 Server
* Creating & Managing Virtual machines
* Providing Global Support through SysAid and Fujitsu Ticket Management Tools
* Involved in Asset Maintenance in Global Database SysAid

# Client: Ambit Solution -Mumbai (November 2011 to March 2013)

**Job Profile: Desktops Support Engineer**

* + Provided support to Desktop Engineers and managed client Environment.
  + Tested and reviewed latest software, hardware, and operating systems
  + Analyzed, conﬁgured, and installed desktop for clients
  + Managed deployment of new machines and new software installation
  + Recommended technology refresh according to the needs of clients
  + Updated operating systems from Windows to Linux and
  + Mac as per clients' need
  + Monitored and ensured software applications meet
  + standard security guidelines

# Client: Sandeep Computronics -Mumbai (Fab 2007 to November 2011)

**Job Profile: Field Support Engineer**

* + Addressing user ticket regarding hardware, software and Networking. Walking customers through installing application and customers peripherals. Asking target question to diagnose problems.

***EDUCATION***

Completed **B.Sc** from YCMOU University (2016)

# Bachelor of Business Information with 64%

***CERTIFICATION & TRAINING***

**Microsoft Certified Solutions Associate 2016** [**LinkedIn**](https://www.linkedin.com/in/scottmburrell?trk=lil_instructor)

Completed Training Exchange 2010 and VMware 5.5 in Sans Bound Network Completed AWS cloud practitioner certification

Dot Net in Accord Info Matrix

C, C++ and J2EE Programming in SRM InfoTech

***INTERESTS***

Cyber Security

Digital Electronics & Electrical