PRATEEK **RAI**

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 Hands-on, successful Support Engineer with 3.5 + years of verifiable success leading teams in delivering appropriate technology solutions for various IT Infrastructure products and services. Comprehensive knowledge of platform development, enterprise architecture, agile methodologies, cloud services, and web-based applications. Innovative change agent with a unique mix of high-level technology direction and deep technical expertise.

EXPERIENCE

2018 – 2020(PRESENTLY WORKING HERE)
SYSTEM ADMIN, INNOVATIVE GLOVES

- Monitoring and support for the in-house data center activities.
- Network and storage devices administration.
- Conduct periodic assessment of the company's IT portals and check for no un authorized threat.
- Setup of new laptops and desktop systems for the new employees.
- Managing Active directory -Account creation/Termination, groups and shared drive creation and access management.
- Exchange Administration - Account, Mailbox and access management over Microsoft Exchange.
- Support customers over Microsoft office related issues majorly related to MS Outlook.
- Assistance and support over Office 365 retention policies, auditing and licensing related issues.
- Inventory management for the IT department.
- Assistance over issues related to the domestic network connections, hardware setup activities.

2016 – 2018
TECHNICAL CONSULTANT (SERVER SUPPORT ENGINEER), HEWLETT PACKARD ENTERPRISE, BANGALORE

- Provided the support to the Hpe enterprise customers for the Usa & Emea region.
- Assistance over Hpe servers, storage peripherals and networking devices over both the hardware and software issues.
- Creation and configuration of RAID over the servers.
- Provided assistance over operating systems like Windows, Vm-ware, and Linux.
- Made sure that the server's break-fix activities are done as per the SLA by interaction with the respective onsite engineer.
- Monitoring of the servers and making sure that the respective account has no down time by doing regular health check techniques.

- Interaction with the level 1 engineers to discuss and understand the issues and made sure the correct resolution is provided well on time.
- Hpe certified server engineer for both the software and hardware related issues for HP ProLiant ML/DL/BL series.
- Trained over HPE synergy Enclosure.

2015 – 2016
RESOLUTION EXPERT, DELL INTERNATIONAL SERVICES BANGALORE

- TECHNICAL SUPPORT FOR DELL PPS SEGMENT PRODUCTS.
- SUPPORTED THE EMEA AND APAC REGION OVER THE HARDWARE AND SOFTWARE RELATED ISSUES.
- ASSISTED THE CLIENTS OVER OS INSTALLATION, HARDWARE ISSUES, DRIVER INSTALLATION.
- ASSISTED THE PREMIUM CUSTOMER OVER PRODUCTS RELATED THE MS OFFICE.
- CREATION OF BREAK-FIX ACTIVITIES AS PER THE CLIENT'S SLA AND ASSISTANCE OVER ANTI VIRUS RELATED ISSUES.

EDUCATION

2011-2015
BACHELOR OF TECHNOLOGY, SRM UNIVERSITY CHENNAI

CGPA : 3.4/5 Bachelor's degree in Electronics and instrumentation

2017
CCNA R&S, CISCO

Routing and switching exam score: 922
Licensed by cisco as cisco certified network associate

2018
HPE CERTIFIED SERVER ENGINEER. HEWLETT PACKARD ENTERPRISE

A+/N+

SKILLS

- Office 365
- Server and storage

- Networks and Hardware support
- Desktop and Helpdesk support
- Team management