**Rahul Katiyar**

AYA NAGAR

NEW DELHI, 110047

**9667059186**

**RKATIYAR305@GMAIL.COM**

**Skills**

To serve as an invaluable asset to the organization and get the opportunity to utilize my skills in the IT Industry to gain technical & domain expertise.

**Experience**

JUNE 2019 – JUNE 2020

**Adecco India Pvt Ltd, Gurugram** *- IT Engineer*

**(**ONSITE: Bigo Service India Pvt Ltd**)**

* Coordinates training and orientation for new technology users and helps them become familiar with equipment and networks.
* Organizes support, troubleshooting, and repair for IT equipment and networks.
* Establishes relationships with technology and component vendors.

SEPTEMBER 2018 – JUNE 2019

**Delta IT Network Pvt Ltd, Gurugram** *- Network Engineer*

* Research and identify solutions to software and hardware issues.
* Diagnose and troubleshoot technical issues, including account setup and network configuration.
* Ask customers targeted questions to quickly understand the root of the problem
* Track computer system 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

OCTOBER 2014 – JUNE 2015

**HI Destination Management Pvt Ltd, New Delhi** *- System Support Engineer*

* Install, upgrade, support and troubleshoot Windows OS, authorized desktop applications, hardware, and peripheral equipment.
* Coordinate and execute preventative maintenance and remedial repairs on computers, laptops, printers, and peripherals.
* Monitor, operate, manage, troubleshoot, and restore service to terminal service clients, PCs, or notebooks with authorized access to the network.

JUNE 2010 - JULY 2011

**Progressive Infotech Pvt Ltd***- Engineer Deskside*

* Configure antivirus software to fully protect the IT environment.
* Install computer hardware and software on desktops to keep versions current.
* Network with LAN/WAN and active directory for continuous company connection.

**Education**

B.Tech. (Information Technology) from Babu Banarasi das College of Technology and Management, Lucknow (Uttar Pradesh Technical University) in the year 2010.

Class 10th from U.P. Board in the year 2000 and Class 12th from U.P. Board in the year 2002.

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**Technical Certification**

CCNA (CISCO CERTIFIED NETWORK ASSOCIATE)

**(Rahul Katiyar)**