**Arjun Rao**

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**Mobile No: 07440497564**

**Availability: Immediately**

**Relocation: Yes**

Creative and logical desktop support analyst with over 5+ years of experience gained through supporting various IT infrastructure environments; Hospitality, Banking, Retail, Oil& Energy and Media. Good customer service and stakeholder management skills and willing to work as key team player in challenging and creative environment.

I possess a full clean UK driving license, Current DBS certificate, Fire safety certificate, own transport and tools. I am very flexible to working hours, ready to relocate and travel.

**Professional Skills:**

* Desktop support experience (1st -3rd) in an enterprise environment.
* Windows Server 2003/2008 and 2012, MS-Exchange 2007/2010/2013/2016 and Office 365.
* Office 365, skype for Business, OneDrive for Business, SharePoint and Proxy Server.
* Experience of Windows 7/8 migration to Windows 10.
* BAU & Project Management.
* DC, Group Policies, Active Directory, Powershell3.0, DHCP, DNS, VPN, SCCM, Firewalls, TCP/IP, Subnets, LAN, WAN, VLAN, WSUS, ADDS, IIS, SAN, Routing and switching Protocols.
* Installing and monitoring EPOS systems terminals and Printers.
* Experience of supporting VIP users, business users and doing floor Walking support.
* HP Data protector, Symantec, SQL backup and windows backup.
* Working experience on virtual technologies: VMware, Citrix and Hyper-V.
* Anti-Virus programs installation and administration (McAfee Enterprise and Symantec protection).
* Working experience on PBX and IP telephony systems (Samsung, Mitel and Alcatel).
* Mobile data management and supporting mobile devices (Android, windows, iPhone & Tablets) and configuration.
* Routers and Switches configuration (Cisco, HP, Zyxel, Mikrotik) and trouble shooting.
* IEEE802.11 x Wi-Fi Access points and gateway installations (Ruckus, Planet, Zyxel, Linksys).
* Troubleshooting Routers and Switches with different tools Trace route, ping, SNMP tools, Nagios, Spice works, Packet Sniffer, Wireshark etc.
* Monitoring and checking health status of all Interface Servers, Apps Servers, terminal servers and Database Servers.
* Working and supporting experience of Linux and Oracle Linux severs.
* Keeping up to date system documentation for business services like user guides, operational documentation, run books and training documentation.
* Ability to handle multiple tasks and work independently as well as in a team.
* Implementation of Contingency Planning, Backup and Disaster Recovery procedures.
* Cabling Cat 5/5e, Cat 6/6e and Coaxial cable and good experience using tools.
* Good Knowledge of ITIL V3 foundation, PCI Compliance policies.

**Educational Summary:**

* PG Diploma in IT and Business management from College of Technology London.
* B.Tech in Electronics Engineering from Jawaharlal Technological University.
* Fire safety Certificate.
* Microsoft Certified Solutions Associate.

**Technical Skills:**

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| Operating Systems | Windows 2008/2008r2/2012, Linux, Oracle Linux, Windows XP/7/8/10, Mac OS X 10.9/10.10/10.11 |
| Tools | Putty, Cisco VPN, WinSCP, Wireshark, Remedy, Jira, Google Suite |
| PBX | Samsung, Alcatel, Mitel |
| Packages | MS-office/Excel/PowerPoint/Outlook, Lotus Notes, Apache Open Office and Adobe. |
| Virtualization technologies | VMware, Citrix &Hyper -V |
| Backup | Symantec |
| Cloud Technologies | AWS, Azure |

**Professional Experience:**

**NHS, UK**

**Rollout Engineer** (January 2017 to April 2017)

* Administration and supporting McAfee ePolicy Orchestrator Server.
* PC/Laptops-Building, configuring, updating and imaging.
* IT equipment moves and deploying hardware and software.
* Build/Prep of all devices to be rolled out.
* Supporting applications migration to cloud services and solutions (AWS, Azure).
* Trouble shooting and supporting the Hospital applications.
* Early life support which will include basic end user training & orientation.
* BAU Support and project management.
* Supporting remote users and working with Service Desk plus call logging tool to track and maintain call status.
* Asset and license tracking.
* Working closely with IT team to implement new systems.
* Active member of Exchange 2010 to Office 365 migration project.

**IBM , UK**

**IT Support Engineer** (November 2016 to January 2017)

* Migration of windows 7 to Windows 10 .
* Supporting applications migration to cloud services and solutions (AWS, AZURE).
* Taking the responsibility to checking the AD DirSynch to Azure Active Directory.
* Performing Bit locker encryption and Digital security certificates.
* Validating user profile settings according to Business requirements.
* Office 365 desktop deployment and Supporting of office 365 admin activities.
* BAU & Project Support.
* Good knowledge of Exchange Online migration, hybrid deployment and SharePoint Online.
* Performing pre &post deployments tasks based on user profile.
* Taking complete responsibility of end to end data migration and Windows 7 backup.
* Performing Windows 10 Migration specialised in Lenovo, Surface Pro 4, Dell and HP laptops.
* Performing scripted builds and deployment of laptops/PC hardware and software.
* Providing Windows laptop support for Windows 10 installation, troubleshooting, resolving end user issues after installation.
* Exchange mailbox administration.
* Supporting 3500+ users and good working experience with different business units in Global head office.
* Configuring proxy server settings and supporting intranet configurations.
* Consistently providing positive customer experience to VIP customers and all other users.
* Customer coaching and Involvement in project implementation and moves and changes.
* Providing Hardware and software support to users.

**Microteam**

**Mobile Support Engineer** (July 2016 to October 2016)

Working as mobile support engineer on contract for Sodexo, House of Fraser, Dell, Compass and Carillion covering projects and support calls including:

* Supporting senior level stakeholders and working with 3rd party vendors on various supporting technologies.
* Supporting the different business applications.
* PC break/fix and upgrades including maintaining user data and settings.
* Installation, faultfinding, repair of (Ricoh, HP, Konica, Toshiba, Canon and Samsung) printer’s /Fax machines.
* Deploying and supporting Office 365.
* Supporting and implementing projects.
* Linux /Windows PC based PoS and EPOS break /fix and hardware support.
* Patching cables (Cat5/5e/ Cat6/6e/ and Coaxial cables).
* Setting up new hardware in the field and giving onsite customer training where required.
* Deployment of windows 7 using the SCCM via MDT s using LAN Network Boot.
* Good at customer facing and satisfy the customers by providing appropriate solutions.

**Nous Infosytems, UK** (November 2015 – July 2016)

**Systems Analyst:**

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| * Supporting and maintaining Windows server 2008R2, exchange 2007, and CRM systems. * Helpdesk support (1st -3rd line support), answering calls, handling tickets, Remote support and Onsite support if required. * Resolving AD Replication, KCC, FRS- Replication issues. * Managing AD User and Group Administration, Creating AD users and groups and managing the Global groups. * Perform hardware and software maintenance duties as required. * Troubleshooting Server crashes, hangs and unexpected reboots by analyzing the memory dumps with the help of debugging tools like Windbg. * Handling New Server builds as per the customer requirement. Security Patch Management. * Preparing Trend analysis report of the servers by analyzing the incidents. * Executing the Change Requests, Preparing and documenting technical details as per the process, RCA submission. * Managing AD, deploying GPOS, DHCP, DNS and Backups. * Installing, configuring and troubleshooting of Servers, Routers and Switches. * Maintaining and updating complete Inventory of the Assets sheets and providing reports to management. |

**Hilton, UK** (May 2014- Oct 2015)

**IT Support Engineer:**

* Windows XP/7/8 installations.
* Installations and managing of windows servers and VM machines.
* Managing AD, deploying GPOs as required.
* Exchange server and emails support.
* Managing Hotel applications and hosted services.
* Managing and ensuring the network is up and running.
* Supporting and monitoring all Servers health systems and recommendation.
* Windows Patch updates through WSUS.
* Documenting infrastructure and knowledge sharing.
* Help users with the patching or moving with telephone or networks
* PBX system support, Hotel Wi-Fi and interactive systems.
* Actively participating in development plans.

**Shaftesbury Group of Hotels, London**

**IT Support Engineer** (April 2012 to March 2014)

* 1st-2nd line support for end users (Windows XP/7 and Windows 8).
* Providing hardware, Software support.
* Planning and configuring AD, DNS, DHCP and VPN Servers.
* Configuring and troubleshooting Windows Servers (2003/2008/2012).
* Managing VoIP PBX systems; Mitel, Avaya and Samsung.
* Monitoring Oracle Database, Opera and interface servers and daily backups.
* Installing and managing Hotel Wi-Fi and Broadband systems.
* Anti-Virus programs installing and security.
* Maintaining Hotel Interfaces I.e. Telephone, Pay movies and Micros.
* Managing IPTV services, Free View, Sky and other Satellite channels.
* Monitoring Micros M9700 and M3700 POS systems, terminals and printers.
* Installing and Configuring Hotel Operations Software I.e. Micros Fidelio Opera V5.0.02.03, Pay Roll, SAGE etc.
* Ensuring that the network infrastructure is up and running, remote monitoring.
* Helping the guests with internet connectivity and interactive services.

Successfully involved in new Hotels IT infrastructure planning, implementation and Installations. Actively participated in smooth opening of new Hotels with high availability of network infrastructure with effective performance.

**References available upon request**