

Rahul suresh Haveli

Personal details

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khidkall
421204 Thane

📅 July 31, 1998

Languages

English

Hindi

Marathi

Qualities

- 1) Good communication skills
- 2) adapt well to changes and pressures in workplace
- 3) work effectively with diverse group of people
- 4) hard worker and punctual
- 5) positive thinking
- 6) committed and dedicated and quick learner

Education

BCA
Pune University, Pune

Employment

IT support Engineer Nov 2023 - Jun 2023
Think apps solution Pvt Ltd
Project :- hdfc bank
Remote support

System engineer Jun 2023 - Nov 2024
Dynacons system & solution limited
Project :- GP parsik bank kalwa,
Remote and network support

System engineer Nov 2024 - Present
Techflex solution Pvt Ltd
Project :- thane bharat sahakari bank thane
Network / remote support

- 1) working as a first level support for various Applications and network troubleshooting
- 2) maintain record of down and upgrade lease line links at branches and head office as well as all ATMs.
- 3) call log to vendors for link down and follow up status
- 4) software installation on server and desktop PC at all branches and head office
- 5) diagnosing configuring and installing network hardware (router , switches, firewalls) and software
- 6) implementing and maintaining network security measures, and data backup procedures.
- 7) creating and maintaining documentation of network configuration and procedures.
- 8) updating of windows and patches as well as installing and updating security software link antivirus (escan,sophos,Trend micro),manage engine, cortex, indefend for server and desktop
- 9)internet access for the LAN through proxy setting
- 10) SOC monitoring (sequiretec console)
- 11) A component experience of working in service now, service request, service desk portal, where affected user raise a request.
- 12) monitoring calls/activities, escalation and SLA'S of respective calls and high aging calls.

Courses

CCNA