

SUDEEP RAIKWAR

TECHNICAL SUPPORT SPECIALIST BENGALURU, INDIA 9340386882

DETAILS

Bengaluru, India
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LINKS

[Linkedin](#)

SKILLS

Technical Support

Customer Service

Microsoft Office

Solarwinds-Splunk

O365/ Service desk

Infra Support

ITIL

IT Troubleshooting

Windows

Basic AWS

Infra Monitoring

Incident Management

HOBBIES

Exploring various locations while travelling
Acquire knowledge of modern technology
Create connections

LANGUAGES

English

Hindi

PROFILE

- I have 4.2 years of professional experience managing network infrastructure, and I'm actively looking for a new opportunity to advance my career. I'm now serving my notice period, but I'm eager to investigate other opportunities and provide my knowledge and experience to a new company.
- I have acquired a variety of technical skills throughout the course of my career, including troubleshooting, Windows, Linux, Office365, Microsoft Azure, VMware/GCP, support, ITIL/CCNA, incident management, and monitoring tools like Solarwind, Splunk, Nagios, Cloudwatch, Service Now, and Jira.
- I also have expertise managing incidents, reacting to service outages/incidents while maintaining system up time standards/SLA, end-user assistance, IT asset and device assignments, and system and infrastructure monitoring

EMPLOYMENT HISTORY

Technical Specialist at Infosys , Bengaluru

May 2022 — January 2023

- Troubleshoot and resolve complex technical issues with minimal guidance, resulting in improved customer satisfaction
- Analyzed system requirements and created technical specifications for new software projects, ensuring a successful implementation
- talk to clients through a series of actions, either via phone, email or chat, until they've solved a technical issue
- End-user support and troubleshoot technical issues

Operation Engineer at NTT DATA, Mumbai

August 2019 — December 2021

- Developed and maintained an up-to-date database of contacts and vendors, ensuring accurate and timely communication
- Define alerting rules and thresholds to proactively identify potential issues and manage alert notifications.
- Take appropriate actions on system alerts based on standard operating procedure.
- Established understanding of Monitoring & Serviceability fundamentals (Logging, Metrics, Tracing)
- Ensure compliance with regulatory requirements and security standards related to monitoring.

Network Support L1 Engineer at Shagun Infosoft , Noida

June 2017 — July 2018

- Excellent knowledge of Management of Hardware & Software Assets - Desktops, Laptops, Servers, Software Licenses, etc
- Troubleshoot and resolve connectivity problems for users.
- Monitor network performance and escalate issues as necessary.
- Assist in maintaining network documentation and diagrams.
- Implement and maintain network security measures.
- Document support activities and resolutions for future reference.



EDUCATION

B.tech, Sagar Institute Of Research & Technology, Bhopal

March 2012 — April 2016

High School, Bhopal Public Hr Sec School , Bhopal

June 2008 — July 2009

Higher Secondary , Bhopal Public Hr Sec School , Bhopal

June 2010 — July 2011



Monitoring Tools

March 2019 — January 2023

Monitoring Tools & Ticketing Tool

Solarwind, Splunk, Nagios, Cloud watch, Service now & Jira.



COURSES

AWS-DGL-Introduction to AWS IoT, Infosys

June 2022 — July 2023

AWS-DGL-AWS Foundations: Securing Your AWS Cloud, Infosys

November 2022 — December 2023

AWS-DGL-AWS Networking Basics, Infosys

January 2023 — February 2023



EXTRA-CURRICULAR ACTIVITIES

2014. Coordination of the Sagar Utsav Sports Festival at Volunteer, Bhopal

June 2016 — June 2016

My college was going to host a Tech Fest event. at Volunteer, Bhopal

October 2015 — November 2015