

# Rajesh Temkar

Technical Support L3

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## WORK EXPERIENCE

### Technical Support-L3 Partner Engagement

ConnectWise [Dedicated Tech]

07/2022 – 11/2023  Mumbai, India

Achievements/Tasks

- Daily Tickets & Incidents
- Build, Deploy & Maintain OSD
- Maintain Infrastructure business servers.
- Managed Desktop and server group policies
- Server & Workstation Patch Management via ITS Portal
- Used Screen connect for Remote desktop.
- Application packaging for standard business applications
- Radius security authentication for Users and Devices
- Meraki Managed networks
- Hyper V host for virtualization
- VM backup via Altaro Onsite and offsite
- Maintain printers for 4 sites via Print server.
- Security solutions on Sentinel and Perch.
- 365Apps for business, Teams Management, Exchange online, SharePoint online [GUI and PowerShell]
- 365Apps for Business ODT tool and Deployment [Current Branch, Monthly Enterprise Channel]
- Scripting solutions with Logging, [Batch, PowerShell]
- On Prem to Azure AD Sync from Targeted OU
- Support on Azure Enterprise Application
- Managing Storage devices Synology
- On Prem to Azure Hybrid and Intune Managed Setup

### Technical Specialist

HCL Technologies

01/2021 – 07/2022,  Mumbai MH

Achievements/Tasks

- Design & Manage Custom OS
- Build, Deploy & Maintain OSD
- SSRS Reports
- Driver Management
- Patch cycle for Business
- Build and deploy Modern Desktop, Autopilot, Load hash on Intune
- Application packaging for Modern Desktop

## SKILLS

• Intune

• SCCM

• Windows Server Administration

• MDT

• Group Policy

• ADDS, Sites Services, DC, DHCP & DNS

• RAID configuration

• VMware Infra Administration

• Server Hardware Troubleshooting

• Windows 10/11

• Print Management

• Symantec Endpoint Management

• Sentinel One

• Perch

• Meraki Network

• Data – Patch cable Management

• Voice – EPABX with Centrex & Digital

Management

## System Administrator

### Intrado EC India Private LTD

12/2011 – 01/2021,  Bangalore KA

#### Achievements/Tasks

- MDT, SCCM & Server Administration
- Managed Windows server environment for 2000+ remote and onsite
- Worked on Backups [Acronis, Symantec, Synology, Veeam backups]
- Worked on File and resource server Management.
- Configured RAID as per client needs.
- Hands-on experience on on-prem Active Directory, Sites and services,
- Automated IT tasks for Maximize productivity with PowerShell, vbscript & Batch.
- Worked on DFS & DFSR for APAC namespace.
- Worked on APAC Mailbox Database configuration and backups
- Worked on Migration On-prem mailbox to office 365
- Provided L3 support and resolve incidents related to Server issues for Asia Pacific
- Worked on Server Maintenance window for Upgrades, Patch reboots.
- Built OSD from Scratch for Asia pacific machine model on Desktop design
- Worked in Datacenter for Setting / racking up server & networking devices
- Hands-on experience on SCCM, MDT
- Hands-on Experience with Network Monitoring tools [SolarWinds, Cacti, Cisco Web security, Forcepoint DLP]
- Hands-on experience in Symantec Endpoint Management for Site wise
- Configured & Managed VMware Esxi server for Asia pacific and built Site wise Data Center clusters

## Customer Support Engineer

### Wysetek System Technologies

06/2007 – 11/2011,  Bangalore, KA

#### Achievements/Tasks

- Server Administration & Networking
- Technical Support and Maintenance and troubleshooting of OS
- Support on Server Maintenance on swapping HDD and rebuild RAID and New
- Backup solutions for clients with Veritas, Synology, Symantec & Windows backup and restore.
- New configuration of server with RAID Setup and build OS.
- Migration from Workgroup to Active directory [New Site, Setup IP subnets, Configuration of DHCP, DFS & replication
- Client support & Troubleshooting of OS,
- Hardware, & Networking issues via ServiceDesk tickets
- Asset Inventory, Decommission, New hardware.
- purchase, Vendor management
- Imaging with Microsoft Deployment Toolkit
- Active Directory and support and Maintenance
- Managed DFS & replications and
- Namespace, with Global & Explicit permission as

- Repair & Service for Printer and PC

## Components

- Assemble/Disassemble - Computer hardware

## components

- PowerShell, vbscript & Batch

## CERTIFICATIONS

- VMware certified professional [2013]
- Microsoft certified professional [2013]

## EDUCATION

### Bachelor of Computer Application

Indira Gandhi Open University  New Delhi, India

06/2017 - 04/2020

## Industry Support tools

- Azure
- Intune
- Admin Center
- Sentinel One
- Perch
- ITS Portal RMM
- Atera
- Manage/ServiceDesk/FreshService
- Acronis Cloud protect
- Datto Backup
- Altaro VM Backup
- Synology
- Wasabi Cloud
- SCCM
- MDT
- Liongard

- per requirement
  - Worked on Printer Issues
  - Managed Client Application Amadeus & Galileo
  - ticketing software
  - Managed EPABx with 60 Voice points with 60
  - Centrex phone lines and Internal Digital ACD
  - Managed 60 Data points with Cabling patch panel.
- Auvik
  - ITGlue

## **Customer Support Engineer**

### Computer Factory India LTD

01/2004 – 05/2007,  Bangalore, KA

#### Achievements/Tasks

- Provided technical support such as installation, maintenance, and troubleshooting of OS
- Data Backup, Installation of Antivirus, Patches for Clients
- Installation of MO 2000 sp3, MO 2003 & MO xp
- Data Management for Outlook PST
- Virus clean-up and PC restoration
- Managing Client AMC [Annual Maintenance Contract]
- Worked on System backup and restore of User profile data and migration to New PC.