ROHIT XAVIO

IT SUPPORT ENGINEER

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ABOUT ME

• Having 5 years of experience in Desktop support & System Administration.
• Knowledge in implementing Installation, Configuration, Troubleshooting, Monitoring Administration of Cisco ISE (Identity Services Engine).
• Knowledge on ISO Processes, IT policy & procedures
• Knowledge in Active Directory server, DNS, Domain Controllers, Hyper V.
• Auditing machines for non-compliant employees.
• Experience in Incident Management, Service Management, Change Management, Problem management.
• Strong analytical and problem-solving skills. A fast learner with minimum guidance.

LANGUAGES

ENGLISH

TAMIL

MALAYALAM

PERSONAL DETAILS

Date of birth
18-02-1993

Nationality
INDIA

Visa status
VISIT VISA

Marital status
Single

WORK EXPERIENCE

HCL TECHNOLOGIES
Chennai
Feb 2019 - Nov 2020

Engineer

· Installing, Integrating, creating policies & Troubleshooting in Cisco ISE (Identity Source Engine)
· Configuring& Troubleshooting Cisco ISE related Global and Interface configuration in L2 Cisco.
· Configuration & Troubleshooting Cisco ISE related rules and ports in Firewall (Checkpoint & Pala Alto)
· Integrating & Troubleshooting Windows server with RSA two factor authentication Also Integration of Azure AD with ASA Firewall for Multifactor authentication
· Managing RSA secure ID servers and replica

IMSI INDIA PVT. LTD
Chennai
Feb 2018 - Dec 2018

Technology Team Lead

· Maintained 10-member team as Team lead
· Supporting team Engineers to solve issues and close the tickets without crossing SLA
· Tickets Management by BMC Remedy Tools.
· Call log with all product vendors and fix the issues
· Managing AD User account, SCCM, Symantec, TARMAC, Bit locker details through portal.
· Experience with Polycom, Cisco, other video conferencing equipment providers, Good knowledge of Polycom video bridge support, MS Live Meeting, Net Meeting, GOTOMEETING, Team Viewer and Polycom web streaming applications and technologies.
· Maintaining nearly 2500 desktop and laptop with full support for OS patch update and Antivirus updates.
· SCCM monthly client installation report follows up and closing by install SCCM client for reported PC manually and finding root cause for synchronization related issue with SCCM primary site server and reporting that to SCCM team for rectifying the above problem
· IT Asset Inventory Management

SAMARTHA INFO SOLUTION PVT LTD
Chennai
Jul 2017 - Jan 2018

System Engineer

- Work on a 24/7 support environment and provide end to end technical support single-handedly that includes ITIL Incident &Service desk management process and responding to any incident that comes up with respect to the Windows environment.
- Facilitate daily Change meetings to discuss emergency Changes and coordinate for approvals.
- Send daily pending status update to client stakeholders
- Monitoring Servers and lease line network through Ping Plotter tool.
- Implementing successfully BCP (Business Continuity Plans) & Supporting for Annual maintenance activity.
- Initiate Bridge calls, drive communication and teams to ensure uptime of Infrastructure within Service Levels · Co-ordinate with multiple teams to get the issue resolved within SLA · Exposure to ITIL framework · Handle client contacts & engage as & when required · Work with right resources to resolve an issue & make sure the issue is resolved & client is updated ·.
- Review the Event Logs for Errors and troubleshoot accordingly.
- Installing, Administering, Configuring and Troubleshooting Windows XP, Windows 7/8/10 Microsoft Outlook 2003/2007/2010/2016/Office 365

CARE IT SOLUTION PVT.LTD
Chennai
May 2016 - Jul 2017

Desktop support L2

- Installing, Administering, Configuring and Troubleshooting Windows XP, Windows 7/8/10 Microsoft Outlook 2003/2007/2010/2016/Office 365
- Maintaining desktop and laptop with full support for OS patch Update and Antivirus updates.
- L1 Supports for Linux (Centos) Machines.
- Tickets Management by Touch Remedy Tools(Internal tool).
- Remote assistance for Software issues & End user supports for Hardware related issues.
- IT Asset Inventory Management with Soft report & Hard reports.
- Install, upgrade, support and troubleshoot Windows OS, authorized desktop, applications, hardware, and peripheral equipment.
- Performs general preventative maintenance tasks on computers, laptops, printers and any other authorized peripheral equipment.

CMS INFO SYSTEMS
Chennai
Feb 2015 - Oct 2015

Associate Technical Engineer

- Managing and configuring Local and Domain User Accounts, Local Security

- Policy, Share Permissions.
- VNC Viewer installation, configuration and troubleshooting.
- Daily backup and monthly backup using Reorg tools in windows server 2003
- using HP DAT drive (Tape)
- Providing support to Users via Visit, Remote, Phone, Email and Chat.
- IT Asset Inventory Management
- Remote desktop and remote assistance. Installation of all kind of Software for Support of user.
- Group Membership Issues in Active Directory.

EDUCATION

VINS CHRISTIAN COLLEGE OF ENGINEERING
Nagercoil
2014

Bachelor

SUN INSTITUTE OF TECHNOLOGY
Nagercoil
2011

High school diploma

SKILLS

DESKTOP SUPPORT

CISCO ISE

MICROSOFT AZURE

CCNA

COURSES

Sep 2015   **Cisco Certified Network Associate**

Nov 2020   **Azure Associate and Architecture**

HOBBIES

FOOT BALL, CARROM BOARD