

Rathod Amitkumar Chhaganbhai

✉ rathodamitkumar@yahoo.in ☎ +91 9727976194

📍 A-11, Surbhi Bunglows, Chhani, Vadodara, Gujarat – 391740, India.



PROFESSIONAL SUMMARY

Highly skilled professional with extensive experience in **configuration and troubleshooting of Desktop/EUC, Printers, LAN, TCP/IP, Azure AD and VOIP systems**. Proficient in the **installation, configuration and troubleshooting of operating systems, MS-O365, and SAP GUI770**, with a strong background in **customer and remote support**. Expert in **Amadeus Reservation, and application support**, alongside technical skills in **PCB repairing, soldering, and error detection**. **Adept at time management, root cause analysis, and handling helpdesk tickets**. Committed to leveraging technical skills and customer support experience to drive efficiency and resolve complex issues.

WORK EXPERIENCE

Abhishek Integrations Ltd.

IT Support Engineer for Airport Systems at Vadodara Airport

1 Oct 2024

- To provide IT support to AAI users and CISF. (in-person & remote).
- Configuration of software to make ready to use for concern departments.
- Troubleshooting and maintenance of CCTV servers, FIDS/CIDS and its applications.
- To resolved assigned call in TAT.

Corporate Infotech Pvt. Ltd.

IT Support Engineer for IOCL

1 Jun 2024 - 30 Sep 2024

- To provide IT support to IOCL users. (in-person & remote).
- Installation of new systems as per policy with required configuration and software & ready to use for concern departments.
- Installation, configuration and troubleshooting of scanners & printers with systems. (Old & new printers/systems)
- Sharing of printers to the required locations in network.
- To resolved assigned call in TAT.

Corporate Infotech Pvt. Ltd.

IT Support Engineer for Air India Ltd.

11 Aug 2021 - 31 Mar 2024

- To provide IT support to Air India at ticketing/reservation booking office as well as at Airport (in-person & remote).
- Installation of new systems and software with required configuration & finalize for ready to use for concern departments.
- Changing of login passwords of software on regular interval & inform to all concern departments.
- User's account validation & activation by setting new password in place of default password.
- Configuration and troubleshooting of scanners & printers with systems.
- Sharing of printers to the required locations in network.
- Regular maintenance & cleaning of printers for smooth functioning.
- Checking of all IT equipments on daily basis at start-up and at the time of closing.
- Taking back-up of all system at regular intervals.
- Checking & testing of all links on daily basis with traceroute & ping response.
- To prepare daily call report and submit to the concern person.

ProKatchers LLC

Talent Acquisition Specialist (IT Recruiter)

24 Feb 2021 - 10 Aug 2021

- Coordinate with hiring managers to identify staffing needs in different areas and departments.
- Determine selection criteria for candidates by liaising with managers and staff members.
- Source applicants through online channels, such as LinkedIn and other professional networks.
- Create job descriptions and interview questions that reflect the requirements for each position.
- Identify and refine down the most suitable talent from available candidates.
- Plan interview and selection procedures, including screening calls, assessments, and in-person interviews – if possible.
- Assess candidates' information, including resumes, portfolios and references
- Keep records of all materials used for recruitment, interview notes and related paperwork.

LCS India Ltd.

IT Expert

17 Feb 2020 - 31 Oct 2020

- Maintaining all IT Assets.
- Installation & Configuration of hardware & software as per requirement.
- Regularly evaluating of all IT Assets at regular time to maintain smooth operation.
- Maintaining of all Networks & its connectivity.
- Providing support for all issues of coworkers have with their IT assets & software in organization & remote location in any emergency (24x7) with remote access software like Anydesk & Teamviewer.
- Ensuring data storage safe & secure.
- Regularly data backup of all systems to server to prevent data loss.
- Security check of network to prevent unauthorized access.

Aletheia Technologies Pvt. Ltd.

VSAT Engineer

18 Nov 2018 - 12 Feb 2020

- Maintainance of VSAT.
- Installation of new VSAT & its link establishment .
- Onsite support of customer complaints.

Pace Softronix Pvt. Ltd.

Customer Support Engineer

24 Jul 2018 - 17 Nov 2018

- Online support of Softwares & Hardwares errors of different types of softwares.
- Installation of new software in server PC & node PC.
- Generating complaint tickets of customers in software.

Nay Engineers

Expediting Engineer

1 May 2018 - 23 Jul 2018

- Expediting of UPS & Control Panels of customers in manufacturing plant.

Endeavour Instrument Pvt. Ltd.

Service Engineer

20 Dec 2017 - 30 Mar 2018

- Installation of Weigh Bridge, Jewellery scale, Platform Scale, Assembling of PCB with load sensors.
- On-site & On-call support to customers in calibration & other technical issues.
- Configuration & connection of Weighing Software in PC with device.

Infinium India Ltd.

Sr. Technical Assistant in Execution (Installation & Maintenance) department

18 Jan 2012 - 30 Jun 2017

- Providing technical support to customers for satellite modem, desktop & software related issues.
- Testing & repairing of modems and other satellite equipments. (new & faulty received from field)
- Installation, Commissioning & maintenance of sites in All over India.
- Testing & Evolution of new modems, softwares, antenna, desktop, VC & other peripherals.
- Testing, installation & commission of UPS with batteries & battery charger.
- Satellite Link establishment and its Commissioning with modem on site.
- Configuration of PC with Satellite equipment.
- Report preparation & documentation of all sites after engineer's visit.
- Follow-ups & scheduling AMC visits/New visits with site coordinators.

Cogent E-Services Pvt. Ltd.

Customer Service Executive

19 Jul 2011 - 17 Jan 2012

- To solve the problems of customer related to network & calling on phone.

Sigma Institute Of Tech. & Engg. (Polytechnic)

Lab Assistant

26 Oct 2010 - 12 May 2011

- To teach the practicals of electronics to the students.

EDUCATIONAL QUALIFICATION

Agnos College of Technology, Bhopal

B.E. in Electronics and Communication Engg. - 6.54

2014 - 2017

TEB, Sigma Institute of Tech. & Engg., Vadodara

Diploma in Electronics and Communication Engg. - 60.46%

2005 - 2010

Shri Sadra High School, Gandhinagar

12th - 60.43%

2010 - 2010

10th - 64.71%

2004 - 2005

EDUCATIONAL PROJECTS

Mobile Bug

Digital Controller for outdoor lights

TECHNICAL AND IT SKILLS

Technical Support, Communication, Network Maintenance, Installation, Customer Service, Problem Solving, Configuration, IT Support, Desktop Support, Outlook, Windows, Data Management, Office Administration, Office Coordination, Back Office, Operations, TCP/IP

LANGUAGE PROFICIENCY

English

Hindi

Gujarati