**Rutvinkumar Dabhi**

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15/ East View Apartment, Near Hebron School,

Near Railway Station, Maninagar (East),

Ahmedabad – 380008.

Gujarat

India

**Career Objective :**

* To achieve a responsible and challenging position in an organisation that would enable me to augment my acquired knowledge and skills in an optimum way for the growth of the organisation. Being a confident individual, I possess highly developed skills, a keen eye for detail and ability to handle pressure with ease.

**Work Experience :**

**Outcomes Operating India Pvt. Ltd., Ahmedabad ( From 6th September 2021 to 15th December 2023. )**

 As a **Linux Support Engineer**, To provide technical support to Live chat user to manage Issues or Requests that comes from our Rx30 software (Pharmacy Management Software)

**Responsibilities :**

* Linux Server Migration (CentOs 6.0 to 7.5 )
* Issues related to Hardware peripherals, Rx30 Linux Server, Point of Sales Machines etc.
* Analyze software related issues and propose solutions, escalating as necessary.
* Checking & solving issues related to Local and Remote Backup for Rx30 software as well as for POS.
* Identifying and checking issues related to CSS queue (Central Site).
* Troubleshooting in Linux server for database related issues i.e., patient, drug, Rxs, audit, tracking etc.
* Document support activities thoroughly, accurately and in a timely manner in Zendesk and Salesforce.
* Track issues on server’s krash.log and identified it.
* If application not working, take remote access of client’s system and working upon their issues.
* Review work log, customer feedback periodically with supervisor to identify issue for improvement.

 **Kusum Dhirajlal Hospital. ( From 21th June 2021 to 25th August 2021. )**

As a **Senior Executive - IT (System)**, To provide IT Helpdesk Support to give all type of Hardware and System Support to IT users.

**Responsibilities :**

* Design and deploy LANs, WANs and wireless networks, including servers, routers, switches and other hardware.
* Manage server, Storage and networks ( Data and Voice ).
* Oversee new and existing equipment, hardware and software upgrades.
* Test and maintain networking hardware and software.
* Support of local and wide area networks.
* Train users in use of software, hardware and network systems.
* Technical Support for Install, Queries & Complains ( Creating users, Rights etc. )  Billing & Renewal - Phone, Internet, Software, AMC.
* Configuring and administering firewall.
* System audit.
* Works on ticketing tool and support as per user tickets.
* First line hardware support.
* Arrange for return of defective parts and warranty service to manufacturer or supplier.

**Shalby Limited. ( From 20th March 2017 to 5th June 2021. )**

As a **Senior Executive - IT (System)**, Provide support for end user calls & do necessary changes as per the requirement, it includes server troubleshooting and provide support for existing system and responsible for seamless working of IT environment.

**Responsibilities :**

* Administrating AD and File server.
* Maintenance & Troubleshooting Computers, Hardware, Network, Software, VMware and Printers etc.
* Manage different types of Server. ( HRMS, Printer, RDP, Sufalam, Care works, Antivirus )
* Maintenance CCTV Camera, Attendance Device and Software.
* Configuration and Maintenance Outlook Express.
* Hardware and Software Installation.
* Maintenance & Trouble Shooting of Video Conference System.
* Technical Support for Install, Queries & Complains ( Creating users, Rights etc. )  Billing & Renewal - Phone, Internet, Software, AMC.
* Troubleshoot and resolved Internet connectivity, general software and hardware issues.
* Served as Operating system expert, providing technical support for entire organization.
* Works on ticketing tools and support as per user tickets.
* Linux administration, Integration of Ubuntu clients to Windows servers.

**NCR Corporation India Pvt. Ltd. ( From 19th January 2015 to 14th March 2017. )**

As a **Customer Engineer**, Mainly troubleshoot and activities of thoroughly ATMs & CDMs.

**Responsibilities :**

* Provide on-site service activities for NCR ATMs. ATM banking products with emphasis on HW & SW problem diagnosis, Update software level repair, Application reload, Preventative maintenance, Documentation and planning/maintaining adequate spare parts levels.
* Interact in a professional manner with customers to foster positive customer relations.
* Providing direction and instruction to individual in team to achieve target set by the organization.

**Aforesere.com Ltd. ( From 13th May 2013 to 19th January 2015. )**

As a **Service Engineer**, Mainly troubleshoot and activities of thoroughly about an ATMs & CDMs.

**Responsibilities :**

* Provide on-site service activities for NCR ATMs & CDMs.
* OS installation, Software problem diagnosis, Update software level repair, Application reload.
* Preventive maintenance thoroughly of an ATMs & CDMs.

**Academic Qualifications :**

**B.E. in Electrical Engineering from South Gujarat University with 57.66%**

November 2011

**HSC from J. L. High School, Maninagar, Ahmedabad with 59.60%**

March 2006

**SSC from Saraswati Vidhyamandir, Maninagar, Ahmedabad with 80.29%** March 2004

 **Strengths :**

* My communication skill allows me to develop good relations with co-workers.
* I always like to accept challenges and work to achieve better results.
* I am an analytical thinker and a good observer and at the same time, I enjoy the challenge of creating innovative technologies in every moment of life.
* Flexible and adapt quickly to new working environments.
* Organizational skills, Self confident, Sincerity, Smart worker, Dynamic.

**Skill Summery & Achievements :**

* Active Directory, Microsoft Server 2012, Windows 7, Windows 8, Windows 10,Windows11
* Network Security Expert ( NSE ) level 1 & level 2 certified by Fortinet.
* Six Sigma White Belt Certified in Information Technology.

**Personal Details :**

|  |  |
| --- | --- |
| Date of Birth  | : 11th April 1988  |
| Gender  | : Male  |
| Marital status  | : Married  |
| Nationality  | : Indian  |
|  Languages Known  **Declaration :** | : English, Hindi, Gujarati  |

I hearby declare that the above mentioned information is true to the best of my knowledge.

 **Rutvin Dabhi.**