###### Curriculum Vitae

Ritesh Thakkar

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**Personal Profile :**

* + Strong troubleshooting skills with Hardware, Softwares and network products.
	+ Support to end user with strong installation, configuration and troubleshooting in computers and related peripheral hardware, software and network connectivity.
	+ Practiced troubleshooter with excellent diagnostics and repair abilities, strong attention to detail and methodical approach. Boosts system performance by thoroughly evaluating and correcting different hardware and software issues.

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* + Results-oriented Desktop Support Engineer with 20 years of experience providing quality and professional installation, configuration and support of workstation, desktop and laptop computers, personal and network printers, peripheral and applications. Skilled Technologist with experience configuring computers, servers and peripheral devices to work within established company.
	+ Offering outstanding support to users of various Level

**Work History**

Served SAC, ISRO as a FMS Engineer more then 20 Years under different companies.

**Skills –**

* Maintained HPC Server with 1.5 PB NAS at with 30G network connectivity at SPACE Application Center (SAC, ISRO).
* Maintained 30 Workstations and 20 desktop as well as periphilers like A0 Size Plotter, A0 Size Scanner, A3 and A4 colour and Black & White Printers. Media presentation equipment and assisted end-users with conference room equipment setup and operation.
* Troubleshot potential problems and eliminated before issues escalated or cascaded. Performed encryption, firewalls and patch management to implement and maintain system security.
* Configured hardware, devices and software to set up work stations for employees. Patched software and installed new versions to eliminate security problems and protect data.
* Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
* Executed various techniques, including borrow floating software license to specify system or person to utilize maximum sources.
* keeping data backup from NAS to NAS and Computer Systems to NAS incremental as well as full on interval basis as per requirements for prevent valuable and confidential data.
* Manage different floating and stand alone Image Processing software Licenses like Arc info, Erdas imagine, ENVI, Geomatica Matlab, Stastica and ecognation.
* Manage and download data from different sites like https as well as FTP and SFTP sites using different third party software like Internet Download Manager, DAP, Filezilla, Winscp and others third party softwares.
* Collaborated with vendors to locate and replacement components as required and resolve advanced problems.
* Installed new or upgraded hardware and software and coordinated installation and follow-up with venders to achieve customer satisfaction.
* Provided authorized users with technical support and advice regarding proper use and functionality of equipment.
* Famillier with windows 7, Windows 8.1, Windows 10 and Windows Server 2016.

**Education -**

Graduation in Commence and Higher Diploma in Software Programming from APTECH

**Hobby and Interest :**

Surfing and watch Cricket

**References :**

1. Shri Markand Oza

HEAD, VRG & Senior Scientist,

SAC, ISRO

Ph. No. 079-26916222

1. Shri Rajnikant Bhanderi

Manager (RACF)

SAC, ISRO

079-26914118