

SANDEEP AWASTHI

deepawasthi95@gmail.com | +91 7898989567 | India

Summary

Experienced Cloud and Infra Engineer with a robust background in IT support and system administration. Demonstrated expertise in hardware maintenance, software support, and troubleshooting across various roles at prominent companies such as Birla soft Limited, Globtier Infotech Pvt Ltd, and Fusion Microfinance Limited. Proven track record of managing IT infrastructure at client sites including Svatanttra Microfin Pvt Ltd and Bajaj Allianz Life Insurance CoLtd. Skilled in operating systems (Windows, Linux/Unix basics), networking (LAN/WAN setup, Wi-Fi configuration), and IT security (antivirus installations, security patch management). Adept at remote support using tools for VPN setup and troubleshooting. Career goal includes advancing to senior leadership roles within the IT infrastructure domain while continuing to leverage technical expertise to drive organizational success.

Education

Bachelor Of Engineering in Information Technology (B.E)

June-2013

Experience

Birlasoft Limited

Cloud and Infra Engineer

12-Dec-2022 to 17-Oct-2025

- Client Place: Svatanttra Microfin Pvt Ltd | Aditya Birla Group

Globtier Infotech Pvt Ltd

Desktop Support Engineer

21-Jun-2022 to 07-Dec-2022

- Client Place: Svatanttra Microfin Pvt Ltd | Aditya Birla Group.

Fusion Microfinance

Limited Sr. Executive IT

08-Nov-2021 to 07-May-2022

Impact Infotech Pvt. Ltd

Desktop Support Engineer L2

05-Sep-2019 to 28-Oct-2021

- Client Place: Svatanttra Microfin Pvt Ltd | Aditya Birla Group.

Money Capital Height

research Investment

Adviser Pvt Ltd

IT Support Engineer

23-Apr 2018 to 31-Aug-2019

HCL Service Ltd

Associate

21-Dec-2015 to 08-Jan-2018

- Client Place: Bajaj Allianz Life Insurance Co Ltd

Precision Techserve Pvt Ltd

Sysytem Engineer

08-Jan 2015 – 09-Dec-2015

- Client Place: Bajaj Allianz Life Insurance Co Ltd

Skills

- Operating System
- Windows
- Linux/Unix basics
- Hardware Maintenance
- Troubleshooting
- Installing and upgrading hardware components
- Software Support
- Installation and configuration applications
- Troubleshooting software issues
- Remote Support Tools
- Networking
- Basic LAN/WAN setup and troubleshooting
- Wi-Fi Configuration and support
- Understanding of IP addressing and DNS
- System Administration
- Active Directory
- Group Policy Management
- IT Security
- Antivirus software installations and updates
- Security patch management
- Remote Support
- Experience with remote desktop tools
- VPN setup and troubleshooting

Roles And Responsibilities

End-User Technical Support

- Install, configure, and troubleshoot desktop computers, laptops, printers, and other peripherals.
- Resolve OS issues (Windows/Linux), software errors, and application problems.
- Assist users with login issues, email configuration, and connectivity problems.

Software & Hardware Installation

- Install and update operating systems, applications, and security patches.
- Perform hardware upgrades (RAM, HDD/SSD, keyboard, battery, etc.).
- Maintain inventory of IT assets.

Network & Connectivity Support

- Troubleshoot LAN/WAN issues (IP conflict, network drops, slow network, etc.).
- Support Wi-Fi configuration and VPN connectivity.
- Coordinate with the Network Team for escalated issues.

User Account & Access Management

- Create, modify, and disable user accounts in **Active Directory**.
- Provide access permissions to shared drives, folders, and applications.
- Reset passwords and manage user profiles.

Printer & Peripheral Support

- Install and configure network printers and scanners.
- Resolve printer queue issues and driver errors.

Security & Compliance

- Ensure antivirus (Trend Micro,CrowdStrike) is updated and systems are compliant with security policies.
- Educate users on safe computing practices.
- Perform regular system health checks.
- Install and configuration and Troubleshooting Z scaler Tool.
- Install and configuration and Troubleshooting Manage Engine Tool.

Ticketing & Documentation

- Log all issues in a **ticketing tool** (like ServiceNow, Fresh Service,Zendesk,).
- Prioritize and close tickets within SLA.
- Document troubleshooting steps for common issues (Knowledge Base creation).

Remote Support

- Use remote tools like **TeamViewer, AnyDesk, Manage Engine** to fix issues for remote users.
- Support users across different locations and work-from-home setups.

Personal Information

- Father's Name: Mr. Santosh Awasthi
- Gender: Male
- Nationality: Indian

Disclaimer

I hereby declare that the above particulars given by me are true and correct to the best of my knowledge and belief.