

Rhushikesh Vishwas Phatak

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5+years of experience in IT, Network Industry, Operations, Transitions, extended expertise in maintaining quality as per SLA, deep understanding of technology with focus on delivering services with client delight; competent at analyzing the customer & business requirements; Highly ethical and trustworthy.

- Rich cross-functional experience in Network and Customer Service Management, Knowledge.
- Experience in handling network service domain for 5+ years with Help Desk, Chat, calls, field support.
- Voice Support & Email Support.
- Possessing good communication and collaboration skills to work with various cross.
- Functional groups effectively.
- Proficient with MS-Excel, PowerPoint
- Ability to work well under pressure.

EMPLOYMENT HISTORY

❖ SENIOR ASSOCIATE PROFESSIONAL INFRASTRUCTURE-(SUTHERLAND GLOBALS)

SEP 2022 - Till now
Client: NetApp, Inc.

- ✓ Handling upgrade of NetApp SolidFire cluster, Hybrid Cloud Infrastructure (HCI), VMware, FAS & AFF product.
- ✓ Troubleshooting node failure, drive failure, volume degraded and issuing occurring during the upgrade.
- ✓ Advice customers regarding upgrade of storage system.
- ✓ Backup of a node during upgrade or migration.
- ✓ Creating a backup using the snapshot. Recovering data through the snapshot.
- ✓ Deploying a virtual machine for SolidFire element OS.
- ✓ Troubleshoot issue in a virtual machine
- ✓ Configuring the virtual machines to manage the cluster.
- ✓ Performing RCA (Root Cause Analysis) including bug Analysis for new storage controllers.
- ✓ Managing priority case from p1-p4 via chat, email, phone, and Remote

sessions.

❖ Sr. Associate (Newtwork) —Wipro Lmt, Pune.

November 2018–January 2022

Responsibilities as Sr. Associate:

- ✓ Addressed and resolved customer product complaints empathetically and professionally.
- ✓ Handled escalations and retained maximum customers by providing appropriate
- ✓ Solutions and excellent customer service.
- ✓ Trained new batches for taking remote session of users.
- ✓ Creating tickets for users and assigned to team also provide remote solution.
- ✓ Technical help desk support for client users.
- ✓ Worked for US, UK and Australian clients.
- ✓ Worked as First line Manager for 1 year.

❖ Service Desk Engineer —Thermax Lmt, Pune on the pay roll of HCL Infotech.

August 2017 – October 2018

Responsibilities as Service Desk Engineer:

- ✓ Taking remote session of international users.
- ✓ Creating tickets for users and assigned to respective team.
- ✓ Taking ownership and resolve the application issues.
- ✓ Worked on active directory. Adding users to group. Assigning group policies.
- ✓ All technical support work as well as preparation of daily reports in Excel and power point.
- ✓ Handling All Support Teams.

❖ Teaching Assistant – R.I.T. Engineering Collage, Islampur, Sangli Maharashtra.

June 2016 – May 2017

Responsibilities as Teaching Assistant:

- ✓ Taken lecture's of students. (Specialization in CCNA and core electronics)
- ✓ Taken practical's of students (first year to final year).
- ✓ Help students in academic projects.
- ✓ Making exam report in excel.
- ✓ Good in MS excel, word and powerpoint.

EDUCATION

- ✓ CCNA Certification in 2018.
- ✓ Master of Technology (78%), 2017 from Shivaji University.
- ✓ H.S.C. – (65%), 2011 from Maharashtra Education Board.
- ✓ S.S.C. – (82%), 2009 from Maharashtra Education Board.
- ✓ 6 months Training in Vodafone, Pune as Fiber support Engineer.

PERSONAL INFORMATION

Date of Birth : 22nd April 1994
Language Skill : English, Hindi and Marathi
Marital Status : Married

I hereby declare that the details and information given above are complete and true to the best of my knowledge

Mr. Rhushikesh Vishwas Phatak