

Shlok Raut

Desktop Support Engineer

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Profile Summary

Desktop Support Engineer with hands-on experience in hardware/software troubleshooting, end-user support, IT asset management, and desktop infrastructure. Skilled in Windows, Microsoft 365, Outlook, Zimbra-to-Microsoft 365 migration support, and basic Microsoft Intune. Familiar with Grandstream UCM, osTicket, OCS Inventory, and IT equipment provisioning, with experience in inventory management, preventive maintenance, and vendor coordination.

Work Experience

Desktop Support Engineer, *Si Infotech LLP*

05/2022 – Present

- Provide technical support to end users by troubleshooting hardware and software issues. Mumbai, Maharashtra, India
- Install, configure, maintain, and troubleshoot laptops, desktops.
- Provide support for Microsoft Outlook, and Microsoft 365 suits.
- Assist with the migration process from Zimbra to Microsoft 365 accounts.
- Provide basic support and maintain working knowledge of Microsoft Intune.
- Support Grandstream UCM calling services, including extension creation and country-specific calling prefixes.
- Provided basic support for endpoint security and antivirus management using Seqrite Endpoint Security, including monitoring endpoint protection status, checking security alerts, and assisting with basic troubleshooting and management tasks.
- Manage IT asset and inventory databases and perform regular inventory checks.
- Monitor IT spare availability to support business requirements.
- Prepare and configure laptops, hardware, and required software for new joiners.
- Perform preventive maintenance of IT equipment to support reliable day-to-day operations.
- Provide technical assistance for site and team IT projects and initiatives.
- Collaborate with management and staff to provide analytical and technical support and contribute to continuous improvement of IT solutions.
- Coordinate with vendors to support IT projects and related requirements.
- Deployed and configured an open-source osTicket helpdesk/ticketing system for IT support and ticket management.
- Deployed and configured OCS Inventory in a test environment to evaluate IT asset and inventory management capabilities.
- Deployed and configured Uptime Kuma in a test environment for infrastructure and service monitoring evaluation.
- Deployed and configured Headwind MDM in a test environment to gain hands-on exposure to mobile device management and centralized device administration.
- Cyber Essentials & Cyber Essentials Plus Compliance Project *WhiteCrow Research PVT.LTD | Project Team Member*
- Contributed to the organization's Cyber Essentials and Cyber Essentials Plus compliance project.
- Supported implementation and remediation of security controls across endpoints, systems, and IT infrastructure.

- Assisted with security configuration, vulnerability remediation, endpoint hardening, and evidence collection required for assessment.

Education

Bachelor's In Computer Applications, <i>Yashwantrao Chavan Maharashtra Open University</i> GPA: 7.91	01/2019 – 10/2022 Powai, Maharashtra, India
Hsc In Commerce, <i>Eden High School and Junior College</i>	06/2016 – 06/2018 Andheri, Maharashtra, India

Skills

- IT Support: Desktop Support, Technical Support, Hardware Troubleshooting, Software Troubleshooting, IT Equipment Maintenance, Preventive Maintenance
- IT Asset & Service Management: Asset Management, Inventory Management, OCS Inventory and GLPI Inventory, osTicket
- Operating Systems & Infrastructure: Windows, Windows Server, Linux
- Microsoft Technologies: Microsoft 365, Microsoft Outlook, Microsoft Intune
- Networking & Communication: Computer Networks, SIP Calling, Grandstream UCM6304
- Other: Software Installation, Microsoft Office, Microsoft Word, Microsoft Excel

Certifications

Ccna

RST Forum 11/2021 - 01/2022

Personal Projects

Open Source Helpdesk Portal (OsTickets-Open Source Ticketing System) Whitecrow Research Deployed Ticketing System (OsTickets-Open Source Ticketing System) for the company and Performed Regular maintenance.	12/2023 – Present
Open Source Asset Inventory (OCS Inventory and GLPI Inventory) Deployed and configured OCS Inventory and GLPI Inventory in a test environment to evaluate IT asset and inventory management capabilities.	04/2024 – 06/2024
Open Source Monitoring Tool (Uptime Kuma) Deployed and configured Uptime Kuma in a test environment to explore infrastructure and service monitoring.	02/2025 – 05/2025
Open Source Android MDM (Headwind MDM) Deployed and configured Headwind MDM in a test environment to gain practical exposure to mobile device management and centralized device administration.	09/2025 – 10/2025

Interests

- Cricket
- Cycling
- Gaming