RUPESH VARGHESE

SENIOR IT SUPPORT AND WEB SPECIALIST

DEPARTMENT OF ELECTRICAL AND COMPUTER ENGINEERING, PRINCETON UNIVERSITY

CONTACT

609-258-1079

rupesh@princeton.edu

https://www.rupeshvarghese.com

41 Olden Street, Princeton, NJ

SKILLS

Exceptional Customer Service
Technical Support & Troubleshooting
Windows, macOS & Linux
Active Directory, Intune & JAMF
ServiceNow & IT Documentation
Networking, VPN & SSH
Drupal / WDS & Web Administration
HTML, CSS, JavaScript, PHP & Git
Configuring Computers and Deploying Them
Training and Documentation for Staff and Faculty

EDUCATION

Accounting

Camden County College

2009-2016

Electrical Engineering

Rutgers University

2006-2009

Graduated Top 10 Percentile

Washington Township High School

2004-2006

OTHER

US Army National Guard (Medically Discharged)
11B Infantryman

Board of Directors, American Bonsai Society
Chair of Social Media and Online Content

Fluent in Hindi, Malayalam and some knowledge in other Indian languages

PROFILE

With over fifteen years of experience in fast-paced retail and technical support, I excel in customer service and technical issue resolution. My career includes roles at Rutgers Camden's computer lab, Best Buy, and as an Apple Certified Genius. Currently, I am a Technical Support Associate at Princeton University's Computer Science Department, specializing in system configuration, tier-1 support, and AV equipment maintenance. My background reflects a dedication to technical excellence and efficient user assistance.

WORK EXPERIENCE

Senior IT Support and Web Specialist

Princeton University, Department of Computer Science — 2024-Present

- ·Provide technical support for faculty, staff, students, classrooms, and research environments across Windows, macOS, and Linux.
- ·Deploy, configure, maintain, and troubleshoot computers, peripherals, printers, networking, and AV systems using Active Directory, Intune, JAMF, and ServiceNow.
- ·Administer departmental websites and web content, including Drupal/WDS and static web environments, with attention to accessibility, security, and university standards.
- ·Develop and maintain web forms, workflows, and digital processes supporting independent work, senior theses, funding requests, and undergraduate academic operations.
- ·Troubleshoot network, VPN, SSH, authentication, software, hardware, and classroom technology issues; coordinate escalations with central IT.
- ·Manage computer lifecycle activities including purchasing, deployment, inventory, refreshes, loaners, and secure retirement of departmental technology.
- ·Create technical documentation and provide individualized training and guidance to faculty, staff, and students.

Technical Support Associate

Princeton University, Department of Computer Science — 2022-2024

- ·Configured and re-imaged desktop and laptop systems and provided support for Windows, macOS, Linux, applications, printers, peripherals, and classroom AV.
- ·Installed, configured, and upgraded operating systems and software for security and compliance while troubleshooting user-reported issues.
- ·Maintained departmental websites and web applications and supported computer procurement, deployment, and asset lifecycle management.
- ·Supported Active Directory, Intune, JAMF, email clients, Microsoft Office, networking, and ServiceNow workflows.

Genius

Apple Inc. — 2013-2022

- Diagnose and repair hardware and software issues on Apple devices, ensuring ·Diagnosed and resolved hardware and software issues on Apple devices, including system upgrades, data transfers, and backups.
- ·Delivered customer support and one-on-one training while maintaining accurate service records and inventory.

Geek Squad

Best Buy — 2010-2013

Technology Supervisor and Key Holder

Office Max — 2006-2010

REFERENCES AVAILABLE UPON REQUEST