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PROFESSIONAL OVERVIEW

A dynamic professional with more than **10 years** of experience in Business Understanding, Service Delivery Management, Customer Relationship Management, Team Management and Technical Support.

Matrix Private Ltd from Jan 2018 to till now

Role Definition

System Administrator

Responsibilities

Key Contributions:

- Configure Server performance monitoring and analysis, use ProcMon and Xperf
- Infrastructure monitoring exposure via monitoring tools like Moogsoft/ BMC Patrol/ NewRelic etc

- Adjust your application server memory and connection settings as required for better performance.
- Managing VMware servers 2003, 2008, R2 and 2012 with VSphere client 5.1. Supervised 35 VM servers for daily backups.
- Managing VPN user and Active Directory by resetting passwords, unlocking accounts, adding users, and GP.
- Configuring AD and disk quota on Windows 2012 Server
- Configure WSUS server
- Managed Microsoft Patch Tuesday's testing, deployment, and reporting, resulting in a 97% success rate.
- Implemented a disaster recovery plan into the contract without increasing costs.
- Administration and support for Symantec Corporate Anti-virus server, Cisco CallManager 3.1 (VoIP), and MS WUS server.
- Troubleshoot LAN/WIFI connectivity, configured permissions folder rights.
- Performed software installations and upgrades to operating systems and layered software packages.
- Resolved any circuit, data issues, security and access control issues to ensure 24/7 system access. Managed domain users and groups in AD and create group policies in order to keep the network secured.
- End user technical support for Windows 7, 8 and 10.
- MAC address binding process in firewall
- Web filtering and internet security .
- Configure Firewall Fort iGATE 30 E /CyberRom/Sonicwall
- Configure Biometric and manage all employee attendance online in local and remote location
- Configure of Windows Server 2008\2012
- Configure Office 365 and resolve their technical issue
- Office 365 administration

- ➢ Workstations/ Servers: Microsoft Office 98/ 2000/ 2003/ XP, Microsoft Exchange Server 2000, Microsoft SQL Server; XP, Windows Server 2000/ 2003;.
- ➢ Hardware: Lenovo, HP, Dell desktops and laptops; Surface Pro's 2 &3, Lexmark, HP, Canon printers; webcams, scanners, CISCO switches & routers; NAS cloud storage;
- ➢ Software Applications: Microsoft Office Suite 2000-2016 (Word, Excel, Outlook, PowerPoint); Microsoft Active Directory; VM Ware Player; Virtual box; WebEx; Cisco IP Communicator; Symantec and McAfee corporate antivirus suite; LAN Desk Management,
- ➢ Protocols: HTTP, IMAP/POP3, DNS, SMTP, NAT, LDAP, DHCP

- ➢ Remote access solution implementation and support: VPN, Terminal Services, and Citrix.
- ➢ Experience in Managing Microsoft Windows servers with Active Directory, DNS, DHCP, File server, Print Server and Group Policies. Monitor and configure ERP software
- ➢ Configure Aws
- ➢ Configure Microsoft Azure
- ➢ Network monitor tool :Workspace,PRTG network monitor Tool,

Dolphinqatar Doha Qatar
Role Definition
Job Title: IT officer from Dec2016 to Dec 2017
Reporting to: Head of IT
Responsibilities

- ➢ Cyberrom firewall configure and maintain their technical troubleshooting
- ➢ Configure loan balancing of Network
- ➢ Configure Biometric and manage all employee attendance online in local and remote location

- ➢ Configure of Windows Server 2008\2012 and Linux
- ➢ Configure of Microsoft Exchange server or other mail systems
- ➢ Troubleshooting the Hardware and Software problems
- ➢ Provide server support via remote tools. 24X7 rotating shifts.
- ➢ Experience in Managing Microsoft Windows servers with Active Directory, DNS, DHCP, File server, Print Server and Group Policies.
- ➢ Manage Windows Server Backup procedures and configuration
- ➢ Windows Patch Management

INSe Soluation Ltd From Sep 2009 to 2016 .
Project Site :
Wipro InfoTech & Telnor
(Telenor ASA is a Norwegian multinational telecommunications company headquartered at Fornebu in Bærum, close to Oslo. It is one of the world's largest mobile telecommunications companies with operations worldwide, focus in Scandinavia, Eastern Europe and Asia.)
Job Title: Service Delivery Manager
Reporting to: Head of IT Operations
Responsibilities:
- ➢ That   provide technical support for Desktop/Laptop/Server Support including win2012 server and Exchange server on different customer site location delhi on different project and also provide technical remote support technical support of different location in all over INDIA .
  - ➢ User Administration: Adding a new user Account, Modifying/Deleting User Account, password-assigning policies, Locking and Unlocking user accounts. Manage users in Different Groups.
  - ➢ Creating a centralized & individual share folder on servers/clients: shared through SAMBA, NFS & FTP.
  - ➢ RAID Levels: Configuring Hardware RAID 5 & RAID 6 as well as Software RAID 0, RAID 1 & RAID 10.

- ➢ Monitoring and SLA management of Level 1 & 2 support for repetitive and escalated cases by ticketing tool
- ➢ Regular health check-up, and monitor antivirus ,Security and Patch Management, Disk Management, Log analysis and Diagnostic.
- ➢ Antivirus /Macfee/Quick heal/ESET security on server and client

Altek pvt Ltd from April 06 to Aug 2009

Job Title: Team Leader IT

Reporting to: Manager of IT Operations

- ➢ Managing Operations in term of Service Delivery behalf of Altek pvt ltd in Different location of Delhi & Punjab.
- ➢ Monitoring and review of the clients call on daily basis. And also takes feedback/suggestion from client regarding his services.
- ➢ Weekly meeting with teammates to discuss about pros & cons of the company and key customers.
- ➢ Quarterly technical training organised within branch to improve teammate's technical skills.

Technical/Professional Certificate & Training overview

- ➢ MCSE (Microsoft Certified Systems Engineer) certified by Microsoft.
- ➢ Bsc comp Sc
- ➢ PGDM (IT)
- ➢ Advance 1 Year Diploma in Computer Hardware / Networking from NSIC, New Delhi.
- ➢ Online Training of ITIL Foundation has been completed successfully by WIPRO, New Delhi.
- ➢ HP certified Prolient Server Engineer; training completed WIPRO Gurgaon.
- ➢ WIPRO certified Desktops Engineer; training completed WIPRO New Delhi.
- ➢ CCNA by CISCO

Personal Information

Date of Birth   :   10th OCT 1978

Marital status   :   Married

Languages   :   English and Hindi

Strength   :   Willingness to learn, good team sprit & cooperation.

DECLARATION

Above mentioned data in the document is true to the best of my knowledge & belief.

Date: 14th Feb 2019

Place: New Delhi