**Deepak Mangla**

F-228, Katwaria Sarai, Mobile: 9711571824

Qutab Institutional Area, New Delhi-16 Email ID: Deepakm.mangla@gmail.com

**Career Objective**

To achieve the timely result so that the organization is proud of me, and set an example for other to follow. To ensure that the task given to me is fulfilled and positive results are achieved.

**SKILLS**

* Fully proficient at LAN, WAN, and Wireless building, cable installation and testing
* knowledge in Microsoft Windows Platforms ( 2003, 2008, 2012 Server, Active Directory)
* Configuration and Managing of Servers and Workstations
* knowledge in Microsoft Windows 2003, 2008 & 2012 Active Directory
* Extensive knowledge in Computer Hardware
* Good troubleshooting skills

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| PROFESSIONAL PROFILE |
| * Monitor ticketing system for new tickets and work-items. Update existing tickets. Maintain hardware inventory control in ticketing system.
* Remote support for troubleshooting and fix on-site, Support following the Service Level Agreement (SLA)
* IMACD (Installation, Move, ADD, Change and Disposal) and other IT service request.
* Active Directory Services; Active Directory Group Policy Objects (GPO); DHCP and DNS
* Extensive experience in installation, administration and networking in various environments.
* Thorough knowledge of Windows Vista; Windows XP; Windows 2000 Server; Windows Server 2003; Windows Server 2008.
* Keeping track of stock issued and reporting on weekly basis.
* E-Mail support, creation of ID, de-activation of ID, and trouble-shooting.
* Installing, activating and updating MS Office program and antivirus as per the requirement.
* Maintenance of records, repairs, and issues under various categories/heads.
* Maintaining report of all IT related requests and complaints.
* Supporting admin team in the team activities as and when required. Supervision of access control system and ID card generation. CCTV cameras maintenance for building with regular back-ups
* MS-OFFICE (Outlook Configuration & PST Backup)
* Expert in TROUBLESHOOTING
* Vendor management
* Responsible for Backup.

**Operating Systems:** Windows Vista; Windows XP; Windows 7 – 8. Software: MS Office 2007; MS Office 2003/XP; Norton Utilities; WinZip; Symantec Ghost; Mini Remote Console; Email : Google Apps Sync for Microsoft Outlook (GASMO) & Microsoft Exchange 2010. |

**Work Experience**

* **Currently working in Hire Pundit LLP, As a Senior Administrator since April 2017.**

**Responsibility:**

* Worked on Google Apps Sync for Microsoft Outlook
* Worked on Windows Server 2008 Active Directory Configuration.
* Managing a Microsoft Windows Server 2003, 2008 and 2012 Environment.
* Able to work on Windows Server 2003, 2008 and 2012 like Active Directory services, Using Remote Assistance, Backup.
* Providing IT support through remote assistance & personal visit.
* MS-Outlook Configuration, PST creation attachment and troubleshoot related problem.
* Managing of Windows 2003 Active Directory, User ID creation, deletion as per request, User account disable and lockout issue
* Providing Laptop & Desktop or Printer technical support.
* Troubleshoot client software and basic network connectivity problems.
* Troubleshoot and resolve Network connectivity issues for local LAN & WLAN connections.
* Responsible to manage data backup and storage.
* Installing all types of software and applications.
* Installation, troubleshooting & Maintenance of Win2k, XP\7, Win2k3. Recovering operating systems, Backups.
* Configuring Local Printer and Network Printer.
* Responsible for vendor negotiation to finalize the deals on best possible rates
* **Dalmia Bharat Group, As Associate (Server Admin) from Aug 2015 to March 2017.**

(Payroll ofHCL)

**Responsibility:**

* Monitor ticketing system for new tickets and work-items. Update existing tickets. Maintain hardware inventory control in ticketing system.
* Remote support for troubleshooting and fix on-site, Support following the Service Level Agreement (SLA)
* IMACD (Installation, Move, ADD, Change and Disposal) and other IT service request.
* Active Directory Services; Active Directory Group Policy Objects (GPO); DHCP and DNS
* Extensive experience in installation, administration and networking in various environments.
* Thorough knowledge of Windows Vista; Windows XP; Windows 2000 Server; Windows Server 2003; Windows Server 2008.
* Installing, activating and updating MS Office program and antivirus as per the requirement.
* Maintenance of records, repairs, and issues under various categories/heads.
* Maintaining report of all IT related requests and complaints.
* MS-OFFICE (Outlook Configuration & PST Backup)
* Expert in TROUBLESHOOTING
* Varied experience of INSATALLATION (H/W & S/W)
* Extensive experience in Assembling, configuration of printers, remote assistance.
* **Shri Ram Global School**, **As System Administrator from June 2014 to July 2015.**

**Responsibility:**

* Supporting admin team in the team activities as and when required.
* Providing IT support through remote assistance & personal visit.
* Supervision of access control system and ID card generation.
* CCTV cameras maintenance for building with regular back-ups
* Keeping track of stock issued and reporting on weekly basis.
* E-Mail support, creation of ID, de-activation of ID, and trouble-shooting.
* MS-OFFICE (Outlook Configuration & PST Backup)
* Responsible for Backup.
* Vendor management
* **K.R MANGALAM (H.O). As a System Administrator from Nov 2013 to June 2014.**

**Sites: - K.R. Mangalam University, K.R. Mangalam Institute of Management, K.R. Mangalam all Schools (GK2, Vikas Puri, Gurgaon) Summer Fields School,**

**Responsibility:**

* Supporting admin team in the team activities as and when required.
* Providing IT support through remote assistance & personal visit.
* Supervision of access control system and ID card generation.
* CCTV cameras maintenance for building with regular back-ups
* Keeping track of stock issued and reporting on weekly basis.
* E-Mail support, creation of ID, de-activation of ID, and trouble-shooting.
* MS-OFFICE (Outlook Configuration & PST Backup)
* Responsible for Backup.
* Vendor management
* **Kelly Services Pvt. Ltd. Gurgaon, As a System Administrator from Feb 2012 to Nov 2013. (Pay roll of MS SOFT SOLUTIONS**)

**Responsibility:**

* Able to work on Windows Server 2003, 2008 and 2012 like Active Directory Services, Using Remote Assistance, Backup.
* Providing IT support through remote assistance & personal visit.
* MS-Outlook Configuration, PST creation attachment and troubleshoot related problem.
* Managing of Windows 2003 Active Directory, User ID creation, deletion as per request, User account disable and lockout issue
* Providing Laptop & Desktop or Printer technical support.
* Creation of User ID’s in Citrix.
* Password resetting of email, login & Citrix ID’s
* Troubleshoot client software and basic network connectivity problems.
* LYNC, Internal Messenger, communicator, net meeting, Configuration and troubleshooting.
* Troubleshoot and resolve Network connectivity issues for local LAN & WLAN connections.
* Responsible to manage data backup and storage.
* Installing all types of software and applications.
* Installation, troubleshooting & Maintenance of Win2k, XP\7, Win2k3. Recovering operating systems, Backups.
* To maintain Responsibility and self-motivation with good time management based on priorities.
* Configuring Local Printer and Network Printer.
* Responsible for vendor negotiation to finalize the deals on best possible rates
* Experience in scheduling backup.

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| **Networking*** Active directory, User Profiles, Configuration & Managing
* DHCP, DNS
* Troubleshooting of LAN
* Data recovery, System Recovery.
* Remote Installation of windows operating system.

**Hardware*** Assembling of Computers.
* Hardware, OS Related Trouble Shooting.
* Installation of Operating system: -Win XP, 7, 8 / Win 2003, 2008 and 2012 Server.
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# PROFESSIONAL QUALIFICATIONS

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| 1 year technical training for HCL CERTIFIED NETWORK ENGINEER (HCNE) from HCL INFOSYSTEM LTD.’s CDC NEW DELHIEDUCATION |
| * **MASTER OF COMPUTER APPLICATION** (**MCA)** From MDU.
* Graduate in Bachelor of Arts from **Delhi University** in 2011.
* 12th from C.B.S.E Board Delhi in 2007.
* 10th from C.B.S.E Board Delhi in 2005.

PERSONAL SKILLSGood decision maker, punctual and enthusiastic to learn Positive thinking |   |

# PERSONAL DETAILS

Date of Birth: 12 Feb, 1989

Father’s Name : MR. NEM CHAND MANGLA

Marital Status : Married

Languages Known: HINDI & ENGLISH

Assuring sincerity towards work

**Deepak Mangla**