S. Varun Kumar

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Career Objective:

To achieve a successful position in an esteemed organization, to contribute efficiently for the growth of the organization & there by satisfying personal goals and would like to maintain a long term relationship with the organization.

PROFESSIONAL OVERVIEW:

- ➢ Ability to quickly adapt to business changes and incorporate the new learning or acquired skills into organization strategy
- ➢ Ability to interact confidently with peers, teams, and senior management
- ➢ Ability to work independently with minimal supervision to meet deadlines
- ➢ Strong Knowledge of configuring and deploy **Windows 10 & 7,8.1,XP Desktops/laptops-Windows Server-2012r2/ 2016, Mac OS**
- ➢ Good with **Office 365 Administration, Teams, Exchange Server Share Point, Active Directory Domain services,G-Suite.**
- ➢ Knowledge of the ITIL Methodology ,Incident management processes and change management processes.-**JIRA Ticketing Tool**
- ➢ Diagnose, Troubleshoot and resolve a range of Software ,Hardware and connectivity issues excel at asking probing Questions and researching analyzing and rectifying problems.

Certifications

- ➢ **MCSE(MICROSOFT CERTIFIED SOLUTIONS EXPERT)SERVER2012r2/2016**
  LINUX ADMINISTRATOR { Trained from Zoom Technologies)

SKILLS

- ACTIVE DIRECTORY DOMAIN SERVICES/ DNS / DHCP
- IIS 8.0 WEB & FTP SERVER
- WINDOWS DEPLOYMENT SERVICES & VPN , HYPER-V
- MEMBER SERVERS,CLIENTS ,USER CONFIGURATION
- WINDOWS SERVER BACKUP ,NETWORK LOAD BALANCING
- HANDS ON EXPERIENCE ON ANTI-VIRUS(SYMANTEC ENDPOINT PROTECTION & WINDOWS DEFENDER SECURITY , PROXY SERVER, eSCAN ANTI-VIRUS)

- ➢ **CCNA(CISCO CERTIFIED NETWORK ASSOCIATE) V3.0** & CISCO SECURITY { Trained from Zoom Technologies)

- IPV4 /IPV6 NETWORK COMMUNICATION(IP ADDRESSING).
- IMPLEMENTING LAN AND WAN CONNECTIONS USING SWITCHES AND ROUTERS.
- CONFIGURATION OF CISCO-1800,2600,2800 SERIES ROUTERS.
- CONFIGURATION OF ROUTING PROTOCOLS -STATIC,RIPV1,RIPV2 EIGRP, OSPF & BGP.
- SWITCHING VLAN , VTP ,STP , DTP.

Work Experience

1. **PPS Business Solutions Private Limited**, **Hyderabad**
   Duration: March 2016 – July 2020

Job Title : System Administrator

JOB Description :

➢ Act as a single point of contact for phone calls, mail & chats from End-users regarding System & Network issues and resolve trouble Tickets-**Symphony IT Summit HELP DESK** Tool.
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➢ Provide Installation,configuration,troubleshooting and support for Microsoft Windows Client/Server Operating systems,Mac OS,Internet browsers(e.g Microsoft EDGE,CHROME,Firefox).

➢ 1st and 2nd line support -Troubleshooting of system & network related problems from In house software to hardware, such as Laptops, PCs and Network Printers.

➢ **Outlook Mailbox management,Active Directory services,creating User accounts, reset passwords, create Group policies** etc.

➢ Participate in the effective operation of the IT HELP DESK by tracking Incident Tickets and responded as per SLA

➢ Set up secure Wi-Fi, LAN and performance-tuning of crucial IT infrastructure to ensure fast, quality resolution of every issue.

➢ Responsible for purchasing,configuration and management of office IT Peripherals Hardware ,Telephony,Server and desktop equipment.

➢ Troubleshoot Software License issues,printer issues,co-ordinate support with 3rd party Vendors and on-site contract support.

2. Nissan Automotive Ind (PVT LTD), **Hyderabad**
   Duration: Jan 2015 to March 2016

Job Title : EDP & Admin Executive

JOB Description :

➢ Maintaining data base in Oracle software

➢ Accessing the Dealer management system software for vehicle Invoices, stock allocation.
➢ Troubleshooting issues with LAN,WI-FI routers, Printers(Desktops & Laptops)

➢ Raising tickets against Hardware issues in WIPRO service desk portal.

Scholastic Record

Examination	Institution Name	Subjects
Graduation	Periyar University	B.COM(Computers)
Intermediate	Vidyapeeth Jr. College	PUC
S.S.C	St. Anthony's High School	All

Personal Details

Father's Name	Late. Vijay Rao Sarugula
Permanent Address	Quadri Bagh, 6no Amberpet, Hyderabad 500013
Nationality	Indian
Gender	Male
Marital Status	Single
Languages Known	English , Hindi and Telugu

Declaration

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Date: **(S. Varun Kumar)**
Place: