 

 **RESUME**

**Mr. DINESH PREMLAL GUPTA**.

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 MOBILE NO: +***91-7028813756***

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| **Summary:** |

* To achieve desired organizational goals and add values to the company’s standards.
* To meet the target deadlines

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| **Career Objective:** |

To become a successful professional and to work in an innovative and competitive environment.

An IT Professional with 8 years of experience into Microsoft Exchange, Migration from Any Mailing solution to O365, Office 365 implementations and Migration ,Zimbra , G-suite MDM, AirWatch, VMware, VPN, ARCHIVAL Solutions, OneDrive, SharePoint, MS-Teams, Active Directory, DNS, windows server operating System installations, configuration & troubleshooting of servers, co-ordination with vendor management, software installation & maintenance of servers. Capable of quickly adapting to changing environments, flexible and a committed individual with excellent communication skills.

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|  Work Experience: |

**LDS Infotech Pvt Ltd** -MUMBAI

 **Designation**: **EXPIRENCE**

 **Technical Specialist L3 30-March 2020 to Till Date**

Delivery and Technical Specialist will work in services delivery role for customers managing the design and delivery of Cloud and/or Mobility solutions.

**Key Responsibilities:**

1. Work on delivery projects for Microsoft cloud products and technology (Office 365, Azure, AWS etc.)
2. Initiating the design, development and implementation of service levels required to increase customer satisfaction and resolve business process issues for the identified accounts.
3. Managing projects on Microsoft On-premises products and technologies (Exchange Server 2010/2013/2016, Windows Server, Hyper-V, Active Directory, DNS, DHCP,)
4. Co-ordinate with customers for better understanding of solution deployment.
5. Ensures the success of deployments to customer, managing the planning and execution of contractual obligations
6. Working with pre-sales team to build a roadmap for every project
7. Working with pre-sales team to build a roadmap for every project
8. involved to provide input to develop solution offerings to meet business requirements.
9. Participate in the architecture for client solutions and assist with client proposals and engage in project planning and solutions for the client - Working with pre-sales team to build a roadmap for every project.
10. Develops technical expertise and shares knowledge as required with project teams working on the development, implementation, maintenance and improvement of IT Infrastructure Operations solutions
11. Assists in the preparation of business cases, Request for Proposals, supplier selection and evaluation of proposals
12. Assists more senior employees in defining infrastructure solutions, ensuring alignment with the target benefits and value expected
13. Assists in the design, development, configuration and documentation of infrastructure components
14. Provides support with performance analysis and document solution components
15. Define logical workflow and design for O365.
16. Identify cloud technologies & provide best-suited cloud solution to the customer based on the requirement. (O365 & MS Azure).
17. Preparing Solution containing Design Document, Scope of Work, Architecture, Bill of Material of cloud/IT hardware and Managed Services.

**Project to be Done**

1. Mail and Drive data migration from G-Suite to Office 365 and implementation
2. Microsoft Teams implementation
3. Migration for Exchange 2016 to Office 365 implementation
4. Mail migration from Exchange 2010 to Office 365 implementation
5. Mail Migration from IMAP to Office 365 implementation
6. Mail Migration from Zimbra to Office 365 implementation
7. Mail Migration from Lotus Domino to Office 365 implementation
8. Mail Migration from Pair Mailing solution to Office 365 implementation
9. Mail Migration from Lotus Domino to Office 365 implementation
10. Mail migration from MDaemon Email Solution to Office 365
11. Mail migration from Webmail base mailing solution to Office 365
12. Mail migration from ZOHO mailing solution to Office 365
13. Mail migration from On-Premises Exchange 2013 to Office 365
14. Mail migration from Rediff mailing solution to Office 365
15. Mail migration from Yahoo mailing solution to Office 365
16. Domain AD Migration from Windows Server 2008 R2 to 2016
17. AD Migration from 2008 server to 2019
18. Migration for Device Enrollment Program (**DEP**) (mobile device management (MDM)) from VMware Air-Watch

**Wipro Technology Pvt. Ltd. Client Location: DSP Blackrock.**

 **Designation**: **EXPIRENCE**

**WINDOWS AND EXCHANGE(O365) ADMINISTRATOR L2 7-Janurary 2019 to 27 March 2020**

* Microsoft Exchange 2016 and Office 365 Administration
* Migration Exchange 2016 to o365(implementation, deployment)
* Microsoft Teams, SharePoint, Yammer, OneDrive (Testing and implement)
* 0365 administrations (assign E3 license for user, User Migration, creation, deletion, modification, removal)
* OneDrive Administration (File sharing, file sync, Storage, Device Access, Compliance, Data Migration)
* Share point administration. (Sites Active, Delete Site, Policies, Sharing Access control, Data Migration)
* Azure active directory administration. (User Creation, Deletion, Password Reset, Enterprise applications)
* Hybrid Setup Installation and administration.
* Office 365 Security and Compliance administration (Classification, Data loss prevention, Records management, Data governance Supervision, Mail Flow data privacy eDiscovery, Data Investigations, Reports,
* Windows server 2008/R2 /2012/2012 R2 operating system installation and hardening as per client requirement.
* Management skill of Active Directory 2008/2012 infrastructure.
* Installation of Microsoft Windows Active Directory, DNS Server, DHCP server, WDS Server.
* Active Directory Object management, Group Policy creation and management.
* Planning, implementation & troubleshooting of group policy
* Troubleshooting knowledge on AD replication, DNS Server, Time sync issues, Group Policies, File Replication, Account lockout Issues.
* Troubleshooting Issues with OWA, Active Sync, Outlook anywhere, Exchange Mailbox database.
* Experience in patch management through WSUS
* Prepares and delivers system performance statistics and reports weekly (disk usage)
* Update alerts and work with customers to setup and maintain alerts that fit their needs
* Work on tickets tools Helplines**.**
* Netapp storage, EMC storage and HP backup
* File server Creation, Deletion permission Management
* VMware administrators build and install computer infrastructure
* **Check the health of all Hosts and VM objects in venter**.
* **V-Sphere Tasks and Events at the v-center Level**
* check v-Sphere Tasks and Events at the v-Center Level
* check v-Center Alarms, check Storage Latency & Capacity, check Average Write Latency per VM
* check Cluster Memory Utilization, check Cluster CPU Utilization, Check for ESX Patches, Check for VM Patches
* Check VMware Tools version, run scripts to identify the existence of VMs with snapshots
* Check for Firmware updates on Host hardware
* Installation of ESX Servers, v-Sphere Client and V-center Server
* Create the data store for storing VMs and data, Deploy Virtual Machines and use Clones, Snapshots, templates
* Health Check for VMs and ESX host, Present / Assign LUN to esx host (Actually a storage admin task)
* Remote support for all location (resolved outlook related issue)
* Mail Clients configuration backup &Troubleshooting
* Software troubleshooting update and patch installation
* User and group account administration
* Endpoint device administration
* Group Policy Object (GPO) management
* DNS administration
* Active Directory topology and replication management
* Active Directory configuration management
* AD reporting
* Install and Configure Windows Servers
* Provide Technical Support and Guidance
* Perform System Maintenance Monitor System Performance
* Create System Backups
* Maintain System Security
* Manage NetApp snapshot as well as recovery methods for storage volumes.
* Supervise volume replication overnight jobs and execute improvements.
* Oversee IO performance of production along with development of databases LUNs.
* Ensure backup methods are in place as well as tested for FC LUNs.
* Develop and maintain records for entire storage as well as FC systems.
* RSA- (provide RSA Token for VPN connect)
* Enterprise e-Vault archival solution
* Arcos solution- (add server in Arcos for user login and maintain Records)
* Application Deployments
* CISCO-IRON –Port Message Tracking.
* **Migration for apple profile Manager (DEP) to Air-watch (MDM)**
* Air- watch and DEP activity
1. Create user, delete, set password, assign Group assign IPad, clear passcode, assign application to user and Groups, wipe device, push application
2. Creating assignment group on Air watch and DEP for IPAD,
3. Upload and download corporate application from Business Apple Mangers and assign to DEP and Air-Watch
4. Upload Internal corporate application and Assign to assign to DEP and Air-Watch
5. Enrolment IPad from business apple Manager for Air-watch and DEP and assign to servers
6. Enabling/disabling IPad activation Lock from Air-Watch and DEP, Managing Boxer Application from Air-watch for corporate Email services,
7. update certificate for DEP and Air-watch
8. configure Token for DEP and Air-watch and update

ONWARDS E SERVICES TECHNOLOGIES Client Location: **HINDUSTAN PETROLEUM CORP LTD**

 **Designation: EXPIRENCE**S

**SENIOR IT Executive-WINDOWS and EXCHANGE ADMIN 07/12/2015 TO 05/04/2018**

**JOB PROFILE:**

* Microsoft Exchange 2013 Administration
* Exchange Server Pre-requisites installation and Configurations
* Install Exchange 2013 Mailbox Server
* Create and Configure Exchange Database Availability Group (DAG)
* Enable DAC mode for Database Availability Group
* Create Exchange 2013 Databases and Database Copies
* Block DR Site Mailbox Database Copies from Activation
* Mailbox Enable Existing Active Directory User
* Mailbox creation, Group Creation, Exchange USER ID creation, Mail recovery Servers.
* Collaborate with DBA as well as Ops to assure apt storage usage
* Exchange Server health check Monitoring
* Exchange Database Monitoring, Exchange Backup Monitoring
* Windows server Administration, Zimbra console administration, DELL TOOL administration
* IMSVA Administration, Linux Server administration SQL SERVER Monitoring
* Check IS Facilities Monitoring (Exchange Disk% Hourly Free Report, IMSVA Queue Dashboard, Zimbra Disk Utilization Dashboard.User Quarantine console
* INSTALLED RAP SERVICE
* Dell tool –DICRECTORY MANAGEMENT –ACTIVE ROLE-ENABLE GROUP POLICY
* Disable / Enable Send Connectors, Check Database mounted Status
* Change IMSVA Mail Delivery Setting, Trend Micro EMAIL REPUTATION Services
* Check Exchange Database Backups alerts report
* Check Exchange Environment Report, Check IS Facilities Monitoring
* Move DATABASE, OUTLOOK shortcut keys
* MX TOOLBOX (MX LOOKUP TOOL)
* DELL TOOL (UNIFIED COMMUNICATIONS ANALYTICS). Activity
* EMC Source One Email Management for Microsoft Exchange
* ADS & Virtual Infrastructure Change Management Request.
* Monitoring IMSVA servers
* Enterprise Vault Archival solution

**Wipro InfoTech Pvt. Ltd., Franchisee: Impact InfoTech Pvt. Ltd., Client Location: BPCL (CSD).**

 **Designation**: **EXPIRENCE**

 **Desktop Support Engineer (AD and EXCHANGE) 1.5 YEARS**

**JOB PROFILE**

* Check Database mounted Status, Change IMSVA Mail Delivery Setting
* Check Exchange Server Health Check Report, Check Exchange Database Backups alerts report
* Check Exchange Environment Report, Monitoring IMSVA servers
* Mailbox creation, Group Creation, Exchange USER ID creation
* Mail recovery Servers.
* Remote support for all location (India)
* Manage shared folder and devices through permission
* Mail Clients configuration backup &Troubleshooting
* Software troubleshooting update and patch installation
* Providing a remote support service through remote support tools, phone or email.
* Outlook related Query Resolution
* Check User Mailbox status.
* Exchange 2010 related task-(user creation, Delegate access, Distribution list creation )
* Check Exchange Monitor Report status.
* Check Database Copy Queue Length Status.
* End user Outlook Resolution.
* Active Sync Status Report.
* Mobile Configuration.
* Mail Clients configuration backup &Troubleshooting
* Outlook Folder Permission.
* Analyzed PCs for customers, determined technical and user specific issues, and prepare recommendations and alternative, viable solutions.
* Carried out troubleshooting and support of proprietary and off-the-shelf applications, as well as operating systems, and some hardware.
* Maintain and update documentation in Remedy for all user requests, repairs and reported issues including cause, resolution and preventative action.
* second level support to the internal personnel as well as

Dealing with the escalated queries technical issues and requests in regard to a customer.

Installation & Maintenance of Windows Based Problems

Solving client side queries like hardware, printer, e-mail, virus and Laptops etc...

Installation & Troubleshooting of Operating system like Win 98, Win2007, Win XP, and Win vista, Win 2003.

**SOFT-TECH SOLUTION COMPLETE COMPUTER SOLUTION**

Designation:  **Hardware and networking Engineer**
Tenure    :      1st January 2010 To April 2013 (2.5 years)
Work As:      I) Computer Hardware & Networking

 ii) Solving client-side queries like hardware, printer, e-mail, virus and Laptops etc.

 iii) Installation & Troubleshooting of Operating system like Win 98, Win2007, Win XP, and Win vista,

**Technical Skills:**

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| Mail Server |  Microsoft Exchange 2010/2013/2016 /office-365, Zimbra, |

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| Windows Server 2003/2008/2012/R2 | Active Directory, Group Policies, WDS, WSUS, DHCP, DNS, ADFS |
| Application  | Air-watch DEP, Boxer |
| Virtualization | VM ware, Nutanix, Oracle VM Virtual Box, HYPER –V |
| Application Server Deployments |  WebSphere 6.1/7.0, Apache, IIS7.0/7.5/8.0/8.5, Oracle11g WebLogic |
| Database |  MS Sql Server, MySQL, Oracle10g/11g |
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| Server Monitoring | SCOM (System Center Operational Manager),Installation and Configuration, Nagios Monitoring |
| Storage  | IBM System storage, HP Navisphere, EMC storage, Netapp Storage, Nutanix  |
| Backup  | EMC Networker , Symantec Netback up VERITAS  |

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| Education Summary: |

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|  Institution |  Branch | University |  % | Year |
| RAJIV GANDHI HIGH SCHOOL, VASAI. | 10th (SSC) | Maharashtra Board | 61.20% | 2005 |
| BHAUSHAHEB VARTAK POLLYTCHNIC COLLEGE, VASAI | DIPLOMA IN COMPUTER ENGINEERING |  Technical Board       Maharashtra  | 50% | 2010 |

**Educational Qualification**

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY (ST. GONSALO GARCIA COLLEGE OF

ARTS & COMMERCE (BSC-IT)-2019

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| Certification  |

# **MS-100 Microsoft 365 Identity and Services**

# **MS-700 Microsoft 365 Certified: Teams Administrator Associate**

 Microsoft Certification ID: 990202469

## Microsoft Certified Professional-(MCP)-2018

 Microsoft Certification ID- **15409641**

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| **EXTRA CURRICULAR ACTIVITIES** |

Participation in many social and cultural activities during academic curriculum and society and cultural programs.

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| Personal Profile: |

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| D.O.B. | 7 MARCH 1989 |
| Gender | Male |
| Nationality: | Indian. |
| Languages Known: |  Write and Speak English, Hindi, and Marathi. |
| Hobbies: | Summing, reading books, music. |
| Address  | E1/02, Vishwakarma Nagar bld no. 3, Ambadi Road, Vasai west- 401202 |
| Contact:Email-id: | 7028813756Dineshkumargpt580gmail.com, dineshgupta0307@outlook.com  |

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| **Declaration:** |

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

 **DINESH P. GUPTA**