

RAJ MEWALAL VISHWAKARMA

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Summary:

More than 6 years of experience in IT infrastructure IT Support Service Delivery teams which includes - Server Management, Desktop Management, Web Technology Support, Network Administration, Incident Management, Deployment Services and End User Services, Storage and Backup Management Understanding of Windows & Software related issue.

Work effectively independent or as part of a team. Maintaining the servers, desktops, laptops, and workstations - Hardware and Software Level Responsible for taking Users Laptop Backup, maintaining Inventory of IT assets

Educational Qualification:

Degree and Date	Institute	Major & Specialization
Graduate in B.Com	Mumbai University	Commerce
Higher Secondary Certificate (HSC)	Maharashtra Board	Commerce
Secondary School Certificate (SSC)	Maharashtra Board	

Technical Qualification:

Diploma in Hardware & Networking from CMS Borivali (Mumbai)
Basic course on Linux Redhat
VMware vSphere 6 @ Attari Classes
Currently pursuing AWS
Diplomas in Foreign Trade from Indian merchant Chamber

Professional Summary:

- *June 2019 to Present - Senior Executive IT (IT Infrastructure & Core Application)*
- *Jan 2019 to May 2019 – IT Executive (Windows System Administrator)*
- *Dec 2014 to Dec 2018 - Windows System Administrator*

Technical Experience & knowledge:

- Experience working in mixed Windows/Linux, database and virtualized/physical server environments
- Linux Maintaining Disk space, Partitions and LVM. File modifications, changing file Permissions, Ownership and Groups. Installation of packages & resolving dependencies through RPM Source code. Scheduling jobs using Cron and Anacron Good Knowledge of User Administration Adding / Deleting user / group, /setting policies. Knowledge of FSTAB / FDISK. Creating File system using mkfs, mkfs.ext2, and mkfs.ext3. System Maintenance using Single user mode, su login Good Knowledge in Multiple Run levels in Linux. Basic knowledge of Linux Networking.
- Monitoring and troubleshooting business critical applications
- Responsibility for and execution of batch scheduling through to completion.
- Knowledge of system patching and upgrades.
- Configure and manage system backups and restores.
- Configure and Deploy Windows Server 2003, 2008 and 2012 Operating Systems for Microsoft network platform.
- Troubleshoot Windows Setup issues.
- Configuring TCP/IP network for Windows.
- Deployment & Configuration of RAID (0,1,5)
- Managing Symantec Endpoint Management antivirus server successfully migrated the SEPM from 10 ,11 12.6 SEPM to SEPM 14

Professional Experience:

L&T Financial Services LTD – MUMBAI. From June 2019 to till date As Senior Executive IT (IT Infrastructure & Core Application)

Responsibility

- Responsible for managing IT Infrastructure, Service Delivery teams which includes - Server Management, Desktop Management, Web Technology Support, Network Administration, Incident Management, Deployment Services and End User Services, Storage and Backup Management.
- Managing implementation of trading systems (CBLO, Fx-Clear, NDS-OM, NDS-Auction, NDS-CALL, CROMS and FX - Clear)
- Implementing Business / IT controls for teams, actively involved in Business
- Continuity Planning activities (BCP), Emergency response, Disaster Recovery Planning

/testing of various processes.

- Engaging with vendors for different App requirements and getting the apps ready with the business specifications.\
- Administration of critical equipment's in Datacenter and Network Room.
- Application Support: Quantist Support, CRM Support, MIS report, MFI explorer
- Support Bloomberg application.
- Inventoried and administered Red Hat Enterprise Linux (RHEL), Centos, FreeBSD, and VMware ESXi servers, writing several utilities to manage them simultaneously.
- Managing Symantec Endpoint Management antivirus server successfully migrated the SEPM from 10 ,11 12.6 SEPM to SEPM 14
- Participated in daily management and monitoring of all application servers.
- Ensured all Windows servers, application servers were up-to-date with the latest security and software upgrades
- IT inventory management including Microsoft licenses for network servers, Exchange, SharePoint, and CRM as well as client computer user licenses

RK Khanna & Associates.: – MUMBAI. From January 2019 to May 2019 as IT Executive System Administrator

Responsibility

- End User Computing – Responsible for delivering technology services to business, interfacing between business users and technology team to deliver consistent, qualitative technology services as business enable for end users
- Managing and Running Business Continuity Program.
- Troubleshooting problems pertaining to System Performance, Network Administration, and Application Conflicts & System Bugs
- Managing File, Print and Application servers
- Physical Monitoring / Administration of critical equipments in Data center and Network Room.
- Monitoring /Administration of File Servers, Active Directory, domain Controller
- Data Centre Management
- Managing Time Sheet Application. Permissions
- Managing exchange server mailbox and troubleshoot of outlook client in L2 level support

**MICROPOINT COMPUTERS PVT LTD - Deputed at: L&T INFRASTRUCTURE
FINANCE COMPANY LIMITED - MUMBAI. From March 2014 to Dec 2019 As
SENIOR EXECUTIVE**

Responsibility

- Hardware troubleshooting, operating system installation with basic software, installing printer Antivirus, troubleshooting the networking related problems
- Managing the desktops, laptops, workstations - Hardware and Software level
- Symantec Endpoint Protection Management administration. Specific tasks include: configuration and maintenance of endpoints on the management.
- Update Symantec Endpoint Protection updates, scans, and cleanup.
- Endpoint management/reporting using Enterprise Antivirus Management server technologies (Symantec Enterprise Protection Manager)
- Installation & troubleshooting of OS, required service packages and software
- Installing, troubleshooting and maintaining windows based PCs
- Managing network printers and scanners connectivity
- Monitoring the Windows Servers like Addition Domain Controller, and File Server.
- Coordinating with vendors like HP, Dell, Sony, Reliance, for Laptop maintenance and service issues.
- Safeguarding of Data - taking\monitoring regular backup of user data
- Providing support to Regional offices (Delhi, Hyderabad, Chennai) coordinating with residential engineers
- Monitoring the Windows Servers like Addition Domain Controller, and Controlling user rights, maintaining data and access security for File Sever
- Proving special support for Board Meetings, Committee Meetings Provide remote support for VC setup connectivity requirements.
- Maintaining Inventory of Desktops, Servers, Laptop, IP's & software's.
- Managing the Symantec Endpoint Protection Manager (SEPM) and Configuring Anti-Virus SEP Version.14 with updates
- Installing and Configuring VMware Tools
- Creation of new VM by using templates and clones
- Deploying VM's by using templates
- Installing and configuring ADS,DNS,FTP as per the client requirement
- Network and server monitoring via what's up gold tool
- Installing, configuring and maintaining network printers
- Installing, configuring and troubleshooting Microsoft Outlook and Outlook Express.
- Pc Maintenance and Troubleshooting
- Provide day-to-day technical/access support for Business applications like LMS, SAP, Tally, Hire craft, CRM, MF-360, Trillium, SFDC and other database applications.
- Managing implementation of trading systems (CBLO, Fx-Clear, NDS-OM, NDS-Auction,

NDS-CALL, CROMS and FX - Clear) at customer end and supporting the same over telephone.

- Business Continuity Plan (BCP) test & coordination for DR site with respect to different application with Member Banks.
- Installation/Administration for IBM Web sphere MQ 7.0
- Technical support to Regional offices, Remote & Telephonic support to Branch engineers and users
- Support for Apple devices
- Ensuring the local users system for data backup on NAS, Google Drive

Personal Details:

- Date of Birth - August 10, 1989
- Marital Status - Single
- Languages Known - English, Hindi, and Marathi
- Interests - Cricket

I hereby declare that the information above is true to the best of my knowledge.

(RAJ MEWALAL VISHWAKARMA)