**Abhay Kumar Roshan**

**Career Objective:**

To work in challenging and responsible environment in a professionally managed organization where I can contribute the successful growth of the organization utilizing my skills and also further improve my skills.

**Summary:**

* 14 years’ experience in IT Infrastructure Management as a Technical Support Engineer
* Insightful knowledge in handled of hardware software as well as IT related problems.
* Deftness in planning, Call Management, Team Management, Maintaining Escalation Matrix, Documentation, User handling and other service delivery related services.
* Adept in analysing information system needs, evaluating end-user requirements.

**Education Qualification:**

* 10th from Bihar School Examination Board,
* 12th from Jharkhand Intermediate Education Council,
* B.A from Ranchi University

**Professional Certifications:**

* Diploma in Hardware & Networking from IIHT
* Completed MCP Certification

**Professional Experience:**

 **Worked at Ricoh India Limited Delhi as a Sr. Desktop Engineer from April 2011 to 12th december 2017 , and In Propel IT Services Ranchi Sales & Services from December 2017 to till date in Ranchi**

**and Currently Worked at LNT Ltd at ranchi Branch behalf of Propel IT Services**

Skills Set:

* Installation and Maintain of Windows Server 2003, 2008, 2012
* DNS Configuration and creating primary zone secondary zone stub zone, Records
* DHCP Configuration and creating Scope, Exclusion list, Reservation, lease Time, DHCP backup and restore
* Giving access to shared drives and home folders as per requirements
* Active Directory installation and configuration, Creating Users, Groups
* Group policy configuration for windows 2003 server and windows server 2008
* Domain policy configuration 2003 and 2008,2012
* FSMO Roles Transfer
* Active Directory Backup and Restoration
* Hyper-V installation and configuration
* Creating virtual machine, creating External, Internal, Private network, creating Virtual HDD likes, Fixed, Dynamically expanding, Differencing
* VLSC ID Create and Add license on VLSC Portal
* Tally Server Installations Configurations & troubleshooting
* Create Desktop & Laptop Backup Policy
* Trend Micro 11.0 installation Configuration & manage & monitoring trend micro control manager in 2000 System
* Trend Micro Up gradation 11.0 to XG
* Check point UTM firewall caonfiguration

**Worked at Reckitt Benckiser ltd at Kolkata branch on behalf of RICOH INDIA LTD from May 2015 to November 2017**

Job Responsibilities:

* Responsibilities include, handling more than 250 systems on site and more than 1000 systems remotely
* Installations server 2003 & 2008 DNS, DHCP Server, Active directory, Group Polices and File server
* Remote supporting using RDP, VNC and Team viewer tools
* Installations and Configurations of applications & system software’s and MS Outlook, Outlook Express and taking backups
* Manage and configure Trend micro 11.0 server
* Monitoring citrix xen server
* Giving access to shared drives and home folders as per requirement
* Configured outlook 2003 & 2007, 2010 managing group
* Installation, Configuration & Troubleshooting, Microsoft Outlook, Microsoft Windows Client Operating System
* Monitoring xen server status on daily basis according to define checklist
* Installation & Configuration of PC’s, Network & Printers
* Installation and configuration of packages and patche
* Active Directory creation of user account, User Permission & Security Group Management, configuration of DHCP & DNS, Group Policy, Access Permission
* Networking: LAN, WAN, TCP/IP, HTTP, FTP and SMTP
* Network cabling/testing and hardware testing
* Blackberry and iPhone configuration
* Monitoring server performance for optimizing CPU utilization and checking system performance Troubleshooting Boot related problem and Recovery of operating system
* Installation and Troubleshooting of Client software, like SAP, VPN and Citrix
* Adding POP users, configuring POP3 mail client and Maintaining and supporting pop3 mail users
* Dealing with proper vendor to solve any hardware and application issue
* Hardware troubleshooting HP ,Acer Dell laptop and desktop
* Follow-up on completion Close services requests by regularly following up with respective service assignee and record response times
* Smooth support to users and installation configuration administration of anti-virus , Wireless/ installation & troubleshooting
* Configuring & Assembling the Computer Systems for the users
* Troubleshoot Hardware, Software, Network related Queries, Windows 2000, XP, 98 OS
* Configuring & maintaining e-mail accounts
* Managing and troubleshooting of Microsoft outlook , Outlook Express, Outlook web access
* Managing device manager, disk management, and data backup of the users
* Trend Micro 11.0 installation Configuration & manage & monitoring trend micro control manager in 1500 System
* Trend Micro Up gradation 11.0 to XG

 **Worked at SAFEXPRESS PVT. LTD Delhi from April 2007 to 20th August 2011**

**on behalf of Momentum Infocare Pvt. Ltd.**

Job Responsibilities:

* Installation, Configuration & Troubleshooting, Microsoft Outlook, Microsoft Windows Client Operating System
* Monitoring server status on daily basis according to define checklist
* Active Directory, creation of user account, User Permission & Security Group Management, configuration of DHCP& DNS, Group Policy, Access Permission
* Networking: LAN, WAN, TCP/IP, HTTP, FTP and SMTP
* Monitoring server performance for optimizing CPU utilization and checking system performance Troubleshooting Boot related problem and Recovery of operating system
* Installation and Troubleshooting of Client software, like SAP, VPN and Citrix
* Adding POP users, configuring POP3 mail client and Maintaining and supporting pop3 mail users.
* Dealing with proper vendor to solve any hardware and application issue.
* Laptop and desktop ready according to checklist
* Hardware troubleshooting HP and Dell laptop and desktop
* Configuring & Assembling the Computer Systems for the users

**Personal Details:**

Date Birth : 15th March 1980

Religion : Hindu

Marital Status : Married

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 **(Abhay Kumar Roshan)**