***NAVEEN KUMAR.J.S***

Remote Engineer (L2)

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**PROFILE SUMMARY**

* Future Focus Infotech

Desktop Engineer

Sept 2010 to Oct 2013

* Frontier Business Systems

IT Engineer

Aug 2009 to July 2010

* AMPS Electrical Services

Technician

Jan 2007 to July 2009

**AREA OF EFFECTIVENESS**

* Windows OS **2K8/3/7/XP**

LAN/WLAN/TCP/IP

(5+ Years, Intermediate)

* Windows **AD/DNS/DHCP**

MS **Outlook** Client 2K7/3

(1.5+ Years, Intermediate)

* Redhat **Linux** 6

(1+ year, Entry Level)

* Lotus **Notes**/Sametime 8.5

(3+ years, Intermediate)

**STRENGTHS**

* Work and Stay focused under pressure
* Concentrate in different tasks simultaneously
* Comfortable to work in rotational or night shift
* Work in a team environ-ment or independently

**PERSONEL PROFILE**

* Date of Birth: 09/06/1984
* Marital Status: Single
* Nationality: Indian
* Languages Known:

English, Hindi, Kannada, Telagu

* Interests: Yoga, Reading
* **Visa:** Visiting visa









OBJECTIVE

Seeking a challenging position in the field of Information Technology Industry (ITI) to utilize skills, abilities and achieve professional satisfaction by meeting higher responsibilities and involving in competent work areas

PROFRESSIONAL EXPERIENCE

* More than 5+ years of experience in IT - Infrastructure Management Services (IT-IMS) Industry
* Experience in System Administration and Support on Windows 2008/2003/7/XP environment

TECHINICAL AND INTERPERSONAL SKILLS

Detailed oriented, Self-motivated with Professional education background having extensive knowledge in Installation, Configuration, Administration and Troubleshooting of Operating System, Application Software’s, Hardware device drivers and Network issues

EDUCATION AND TRAINING PATH

* Master of Computer Application (MCA) from Sikkim Manipal University (SMU), Secured 1st Class in August 2012
* Bachelor of Business Administration (BBA) from Guru Ghasidas University (GGU), Secured 1st Class in December 2006
* A+, N+, MCSE, CCNA, RHCE, Oracle 10g training from Indian Institute of Hardware and Technology (IIHT) in May 2009

CERTIFICATIONS

* Cisco Certified Network Associate **(CCNA)**  in Routing and Switching

(ID # -CSCO12479395) – September 2013

* Microsoft Certified Technology Specialist (MCTS) in Windows Server 2008 Active Directory, Configuration (ID # -6956048) –September 2013
* Microsoft Certified Professional (MCP) in Installing, Configuring, and Administering MicrosoftWindows XP Professional– June 2009

ACHIEVEMENTS

* Got Appreciation for Participated to achieving the # 1 ww rating in Global IT Survey 2011 at IBM
* Awarded Top Performer of the Year 2011 for best Performance in the team at IBM
* Got Appreciation from Managers, Team Leads and End users for best Performance in the project at IBM
* Got 1st Rank award for best Performance in Essay Competition, conducted by Sri Ramakrishna Seva Trust (1997-98)

PERSONAL SKILLS

Problem-solving abilities, Strong decision making, Analyzes problems, Identifies opportunities and formulates action. I use my interpersonal skills to manage difficult situations and have Good oral and written communication skills, as an individual, I consider myself honest and frank

**TECHINICAL SKILLS**

* + Operating System
* Mail Services
* Messengers
* Internet Protocols
* Backup Tool
* Remote Admin Tools
* Ticketing Tools
* Virtualization
* Directory Services
* Software’s
* Hardware, (i) Network

(ii) Server

* Windows 2008/2003 Server, Windows 7/XP, Redhat Linux 6
* MS Outlook 2007/2003, Lotus Notes 8.5.3/8.5.1/8.0.2/7.0
* Office Communicator 2007, Lotus Sametime 8.5.1/8.0.2/7.0
* DHCP/DNS/LDAP/HTTP/Telnet/POP3/SMTP/RIP/OSPF
* Windows NT Backup
* MS NetMeeting, RDP, Dameware, Telnet, IBM Ayudame
* TSRM, Manage now, Assyst
* VMware workstation 8
* Windows Active Directory 2008/2003 Services
* MS Office 2K7/2K3, Lotus Symphony 3.0.1, HTML, C, SQL, Oracle 10g
* Cisco router 2500, Cisco Switches 3550, Modem, Hub
* HP Proliant DL380, Dell Power Edge 2650

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**SKILLS AND ABILITIES**

* Problem, Incident and change management using **ITIL** standards
* Delivering the services to the customer meeting the **SLA**
* Operations include maintaining about **3500+** end users
* Monitoring incidentsandresolving issues, providing **RCA** and permanent fix

**SKILLS USED**

* Windows 7/XP, Linux 6
* Norton Ghost/WIM image
* Lotus Notes, Sametime
* Symantec client firewall
* TSRM, Manage now
* Local/Network Printers
* Software and Hardware
* LAN/WLAN/TCP/IP

**STRENGTHS**

* Supported on **24/7/365** availability environment
* Training and **mentoring** new team members
* Handling **15** calls per day

**ACHIVEMENTS**

* **Promoted** as

1. Group Lead
2. Remote Support Engineer
3. 1st line support for ISL and IRL teams
4. Virus and Printer SPOC

**PROJECT PROFILE - 1**

* Company **:** Future Focus Infotech Pvt Ltd
* Duration : September 2010 to October 2013
* Client : **Network Solutions (An IBM Company)**  - Bangalore, India

It is a leading vendor-Independent company offering IT Infrastructure Services. It’s proven service deliver and ITIL – based processes support scalable and flexible solution provider

* Role : Acted as ***Desktop Engineer*** to Identify and implement solutions to problems affecting IT services. Providing 2nd line supports over the telephone, remotely, face to face to clients and internal staff members

**RESPONSIBILITIES:**

* Used Norton Ghost and WIM image for re-imaging Windows 7 (64 bit), Windows XP (SP3) OS and Redhat Linux 6
* Migrated around 2500+ machines from peer to peer network to domain architecture
* Installed, configured and troubleshooting of local and network shared printers
* Creating and configuring of shared folders, drives and NTFS permissions/access to the users
* Installation, Configuration and Troubleshooting of Lotus notes and Sametime (V 8.5.3/8.5.1/8.0.2/7.0)
* Installed and Configured of Symantec client firewall and Endpoint Protection antivirus (V 10.1.5/11.0.7)
* Created more than 2000+ users with respective Groups, OU and applying security polices
* Managed user security accounts for windows 2008 by ADUC to unlock/reset user accounts
* configuration and troubleshooting of client workstations and servers connected on a LAN/WLAN
* Supported 3500+ end users on a variety of issues including windows login, network file sharing, system booting and performance, mini dump errors, java, PGP and virus issues
* Migration of user data and specific environmental settings from existing system to new system and provided data backup in case of operating system crashes/upgrade
* Co-ordinating with application, network teams and hardware vendor in resolving the issues

**SKILLS AND ABILITIES**

* **Remote** administration of windows servers
* Delivering the services in **SLA** driven environment
* Problem, Incident and Change management using **ITIL** process
* Operations include manintaing about **5+** windows Servers
* Maintaining a network of **500+** computers with windows AD environment

**SKILLS USED**

* Windows 2003/7/XP
* Windows AD/DNS/DHCP
* MS Outlook client 2007
* Office Communicator 2K7
* Norton ghost
* McAfee and Symantec
* Local/Network Printer
* Software and Hardware
* LAN/WLAN/TCP/IP

**STRENGTHS**

* Handling **migration** projects
* Supported **offshore**  and **onsite** availability environment
* Handling **12** calls per day

**ACHIVEMENT**

* Got Appreciation from Manager and End users for best Performance in the project

**PROJECT PROFILE - 2**

* Company  *:* Frontier Business Systems Pvt Ltd
* Duration : August 2009 to July 2010
* Client *:* **FMC India Pvt Ltd, -** Bangalore, India

It is one of the world’s foremost, diversified chemical companies with leading positions in agricultural, Pharmaceuticals, automobiles, renewable energy, industrial and consumer markets in India

* Role : Acted as **IT Engineer** to provided offshore/onsite 1st line supports on installing, configuring, upgrading & troubleshooting of Windows OS, application software, VPN, Network & Security issues

**RESPONSIBILITIES:**

* Installation and configuration of Windows Server 2K3 on Dell Power edge, HP Proliant Severs
* Creation and deployment of images to servers, desktops and laptops by using Norton ghost
* Deploying new or update software, hardware and systems on existing equipments
* Installed and Configured AD, DNS and DHCP services with the respective domain name in windows 2K3
* Install NIC, Setup IP addresses, DNS and DHCP configuration to servers, desktops and laptops
* Configuring and Troubleshooting of web browsers such as IE (V 8) and Firefox (V 10.0.8)
* McAfee and Symantec Anti-Virus application Installation, Configuration and Troubleshooting
* Installation, Configuration and Troubleshooting of MS Outlook client and Office Communicator 2007
* Maintained database inventory for different systems, software and hardware
* Install, configure, replace, troubleshoot and upgrade computers, printers, scanners, modems, internal computer components such as RAM, Hard Disk, Sound, Display and CD ROM devices
* Troubleshooting of LAN, WLAN and co-ordinating with service provider in case of link outages
* Interaction with hardware, software vendors to resolve the issue such as Dell/HP/Microsoft

**SKILLS USED**

* Windows 2003/XP
* MS Outlook client 2003
* Norton Ghost
* Local/Network Printer
* LAN/WLAN/TCP/IP
* Software and Hardware

**PROJECT PROFILE – 3**

* Company : Amps Electricals Facility Services Pvt Ltd
* Duration  : Jan 2007 to July 2009
* Client : **Informatics India Pvt Ltd** - Bangalore, India
* Role : Worked as ***Technician*** and job profile dealt with upgrading, installation, configuration and troubleshooting of software, windows OS, hardware, network devices, LAN and wireless issues

**DECLARATION**

I hereby state that all particulars furnished above are true to the best of my Knowledge and belief.