Pratik

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# Executive Synopsis

* A Technocrat with **nearly 8 years of extensive experience in IT Infrastructure**
* Planning & Management, Networking, Systems Administration & Security integration with existing Ethernet network thereby optimizing existing investments in infrastructure.
* Deft at managing and administering local area network, documentation (including cabling layouts), analysis of network needs, security (including firewall and antivirus software), communications, software applications, electronic mail, printing services, outside communication links, UPS service, scheduling of services and backup services.
* Technically sophisticated and business-savvy IT professional with key focus on achieving bottom–line results while formulating and implementing advanced technology and business solutions to meet a diversity of needs.
* Demonstrated expertise in leading a team of diversely skilled professionals across key functional areas in the IT space viz. infrastructure management, service delivery, service management, etc.
* Strong communication, collaboration with expertise in training and supporting end users and developing technical staff to achieve performance objectives.

# Areas of Excellence

* Driving business operations to outperform annual objectives; serving as key driver for business process design and solution identification.
* Performing need assessment and preparing IT blueprint for the organization, defining process vision & design, enhancement strategy & transition strategy and managing development, deployment and execution of plans a8cross businesses.
* Implementing project plans within preset budgets and deadlines. Assessing security standards, managing licensing and software standardization issues. Facilitating the implementation of IS tools and software, depending upon organisational needs.
* Providing technical support, diagnose hardware and software problems, and replace defective components; administering computer networks and related computing environments, including computer hardware, systems software, applications software, network and all configurations.
* Executing installation of OS, application software, deployment of servers, disk quota management and distributed file systems, network, etc. and monitoring the same.
* Undertaking installation and configuration of hardware devices, Microsoft Office suite of applications, operating system, hardware maintenance and configuration of servers.
* Undertaking assembling, configuring and troubleshooting of PCs, Servers, Storage Devices, OS, Internet, Intranet, LAN / WAN; overseeing preventive maintenance measures for workstation and servers.
* Monitoring the performance of team members to ensure higher productivity & efficiency in process operations and meeting of individual & group targets.

# Organizational Purview

## CMS Info System Pvt. Ltd. –Mumbai – Pune (Site: - DBS Bank LTD.)

## May 2012 – Feb 2015 as Sr. IT Engineer (PAN India)

### Significant Highlights:-

Management: -

* Managing 4 sites and over 15 engineer PAN-India

* Oversee 100% of the requests, incidents and problems. Manages and coordinates urgent and complicated support issues.

* Ensure consistent and timely fault management in line with the fault matrix ensuring all faults are raised with the correct details.

* Determine root cause of issues and communicate appropriately to internal and external customer.

* Ensure accuracy by driving delivery of required information through the IT policies.

* Provide data and reporting of KPI’s and trends to IT department and others in daily, weekly, monthly and as needed.

* Manage process for communicating outage/emergency activities to the organization.

* Supervise and review the activities/performance of service desk to full fill business requirements.

* Optimizing and troubleshooting on regular basis for server management Tasks like Disk Space Monitoring (Root Partition only), Memory Management & Event Log Monitoring.

* Expertise in ITIL Process and following ITIL (Change management, release management and problem management etc.) procedures in the current project.

* Working on Problem Management, Incident Management and Change Management Process. Performing Root Cause Analysis for all critical incidents, plan and implement the solution to fix the incidents permanently.

Technical: -

* Good Knowledge in Window 2000, 2003, 2008 with Active Directory Services (AD,) and hands-on expertise in networking, storage and system integration.

* Handle upgrading and migration projects by coordinating with Client and opening Change tickets get it implemented and fixing any intermediate hazards etc.

* Managing Active Directory Storage Devices, Servers.

* Managing Users and other Resource objects- Active Directory Services

* Installing and configuring of Windows 2003 and 2008 Servers with RAID Concepts.

* Managing of Symantec & McAfee servers & Performing Server Hardening activity.

* Updation of patches on server on weekly basis
* Worked on Powershell feature for getting Server hardening point and inventory.

* Preparation of daily reports of server logs through Symantec Management Console

* Performing UAT on weekly basis for new Symantec & McAfee, McAfee report generation

* Server rights report generation from TSCM software provided form IBM

* Worked on Configuring of IBM Tivoli Storage Manager, creating Admin, normal user IDs, accessing privileges as per requirement. Creating Scheduler for backups (system state, daily, monthly...) for DBS-PAN India.

* Experience in 24X7 / on-call support in a datacenter environment.

* Installing of server based tools for Monitoring, Backups, Venerability scanning, patching client agents etc.

* Handling server migration Projects i.e. From windows 2003 to windows 2008 R2.

* Handling all hardware rollouts by replacing all old Servers and with new hardware respective of vendor like IBM servers.

* Working with Vendors to add/replace the faulty peripherals, upgrading BIOS and firmware.

#### Achievements

* Awarded with SPOT prize for the Excellent Performance in CMS for DBS Client.
* Awarded with Extra Miller for driving Audit Smoothly.
* Tagged as a backup manager in the absence of Project Manager by the DBS client.

## Adecco: Client -Hewlett-Packard Enterprise Services. (Site: Hutchison 3 global Services) –Mumbai October 2010 –May 2012 as Sr. Engineer (L2).

### Significant Highlights:-

* Leading, managing and training Team of 10 to 12.
* Responsible for Inbound Customer service calls from customers.
* Administering of user accounts and computers on the Active Directory.
* Making Dashboard of register Issues on daily, Weekly and Monthly Basis.
* Installing or restoring Operating System on client machines through network by using imaging software Acronis

PXE Server.

* Provide technical information and guidance to team members on issues and user requests raised by customers.
* Supervise and review the activities/performance of team to full fill business requirements.
* Managing of Symantec servers.

### Achievements

• Was awarded with the SPOT prize with an extra miller award by my client organization3 Global Services in March 2011 & Nov 2011.

## Minawala Gems & Jewels –Mumbai

December 2009 – September 2010 as Technical Support Engineer

### Significant Highlights:-

* Provide functional and technical support, troubleshooting and diagnosing hardware and software problems, including desktop, laptop, LAN, and remote systems.
* Manage and Oversee the investigation and resolution of hardware and software issues both remotely and onsite.
* Taking care of the hardware and software maintenance along with troubleshooting and making sure the customer issues were resolved within the given TAT.
* Produce backup software for distribution and maintenance all computers and peripherals.
* Co-ordination with software development teams for escalation of all kinds of problems occurring with the system.
* Generation of various kinds of reports and MIS.
* End user training and training my team members on the system and its new features.

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### Achievements

 Based on the performance and skills was promoted to a Team Leader PAN India.

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## Max Computer Solution.

**February 2007 to November 2009 as Customer Service Advisor**

### Significant Highlights:-

* Responsible for Inbound Customer service calls from customers
* Provide functional and technical support, troubleshooting and diagnosing hardware and software problems, including desktop, laptop, LAN, and remote systems.
* Taking briefs about new updates if the Team leader or Team Coach is not available.
* Making attendance reports on Excel.
* Achieving daily targets and generating leads
* Updating customer details in the systems.

# Industrial Traning

* Completed Cisco Certified Network Associate Training from CMS
* ITIL v3 Foundation
* Pursuing Linux & PMP certification.

# Academia

* B.E. in Computers from Dynaneshwar Vidyapeth, Mumbai 2009.
* H.S.C. from Maharashtra State Board, 2006.
* S.S.C. from Maharashtra State Board, 2003.