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**CAREER OBJECTIVE**

I have the ability to work in professional organization as an I.T Engineer which will enable me to use my knowledge, skills and to take up greater responsibilities that will help me to enrich my technical skills and which will give me more strength to work efficiently and to push my organization to achieve its goal & to reach a dynamic and challenging position in the Heterogeneous Environment. Have further plans to attend time-to-time training and development programs, which will give me more information and chance to apply within my organization so that I can shoulder my organization to achieve its goal.

## TECHNICAL EXPERTISE

### ITIL Foundation (V3) in IT Service Management:

* IT Service Management (ITSM) based on ITIL best practices.
* ITIL V3 Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement.
* Incident Management, Problem Management, Operations Management, Console Management, Backup & Recovery Management.
* SLA Management & [Solutions Delivery Management (IT Management)](http://www.people4business.com/it/skill-1413.htm).
* Delivering medium sized change projects right from initiation and planning right through to delivery and implementation.
* Apply a structured methodology and lead change management activities.
* Integrate change management activities into project plan.
* Define and measure success metrics and monitor change progress.
* Influence staff and getting them to move toward a common goal.

## NETWORK ADMINISTRATION & NETWORK SECURITY ADMINISTRATION:

(CCNA R&S & CCNA Security Certified

* Configuring Routers, Switches, Wireless Networks (WAN,LAN,WLAN)
* Network Routing Protocols, Static, RIPv1, RIPv2, OSPF, EIGRP, BGP, TCP/IP, DNS, TFTP, SSH, FTP, TELNET, VPN, etc.
* VLans, InterVlan and NAT & Basic Configurations of IDS, IPS and PIX/ASA.
* Basics of Penetration Testing, Network vulnerability Assessment & Network Monitoring using Tools (Nessus, PRTG, etc).

### SYSTEM ADMINISTRATION:

* Installing and Configuring Domain Controller, Additional DC, Child DC, RODC.
* Managing Active Directory Database, Roles of Active Directory.
* Group Policy Management, User Management, Permissions, Profiles.
* DNS Server, DHCP Server, IIS, Web Server, FTP Server (File Transfer Protocol).
* Web Server, FTP Server (File Transfer Protocol).
* Terminal Server, Software Deployment Services.
* Disk Management, Windows Backup.
* Windows Deployment Server, Remote Access Server, Dial up and VPN.
* Upgrading from Windows Server 2003 to Windows Server 2008.

## PROFESSIONAL EXPERIENCE

**IT Engineer | Caliber Building Materials Trading LLC**

(September 2015 – Present)

**JOB RESPONSIBILITIES:**

* Maintaining & troubleshooting complete IT Infrastructure.
* Installing, Configuring & Monitoring Video Surveillance & its components.
* Taking timely backup of CCTV Footage on weekly basis.
* Installation of OS and required service packages: both open source and proprietary.
* Updating and maintaining OS and software to the latest releases, patches, etc.
* Implementation, operation and management of services like web, mail, billing, etc.
* Installation, up-gradation of Anti-Virus, Inventory softwares & billing applications.
* Leading the IT Team & assigning responsibilities to subordinates to complete tasks within defined timeline.

**IT Operations Engineer | at Xenoit Inventives Pvt. Ltd., India.**

(July 2014 – August 2015)

**JOB RESPONSIBILITIES:**

* Prepare, schedule, coordinate and monitor the assigned IT Projects.
* Interact daily with the clients to interpret their needs and requirements and represent them in the field
* Assigning responsibilities and mentor project team.
* Co-operate and communicate effectively with Operations manager and other operations & project participants to provide assistance and technical support
* Managing all Service Level Agreements for systems and support
* Ensuring that issues are resolved within the accepted timeframes & analyzing incidents to help reduce the number of recurring incidents.

**Network Administrator |at Prolific Partners Corporation, India.**

(September 2011 – June 2014)

**JOB RESPONSIBILITIES:**

* Install, configure, monitor and manage network infrastructure. Maintain and troubleshoot networks.
* Network administration (including backup, security management, user account management, e-mail server, internet access, office systems and applications support).
* Performs Network Vulnerability Assessment Using “Nessus” Tool.
* Supports server, network and desktop hardware, software and applications.
* Participates in team discussions of technology needs analysis.
* Implements and supports the network and computing infrastructure plan.
* Maintaining existing software and hardware and upgrading any which has become obsolete.
* Implemented proper recovery procedures for disasters and administered user-accounts’ mailbox.
* Assisted in the timely recovery of data lost due to software crash or hardware failure.

**Jr. System Administrator | at AMK INFOTECH, India.**

(January 2011 – August 2011)

**JOB RESPONSIBILITIES:**

* Receive and record technical and/or application support calls from end users.
* Providing functional and technical support, troubleshooting and diagnosing hardware and software problems, including desktop, laptop, LAN, and remote systems.
* Implementation and Administration of Windows 2008 Active Directory.
* Administration and maintenance of Domain Controller and Additional DC.
* Installation and configuration of networking devices like Routers And Switches
* Responsible for designing, implementing and maintenance of WAN, LAN Switching, wireless network and resolving LAN problems.
* Maintain overall ownership of user’s issue & service ensuring that they receive resolution within a reasonable timeframe.
* Installation and Configuration of Antivirus, Antispyware making sure the network is fully secured.
* Update operating systems and applications with latest patches and service packs.
* Configuring and Troubleshooting of Microsoft Office Outlook and Various System Applications.

## ACADEMIC CREDENTIALS & CERTIFICATIONS:

* **Bachelors In Technology** (Information Technology) from **AHCET** Affiliated To **Jawaharlal Nehru Technological University,** Indiafrom July 2006 to November 2010.
* **ITIL V3 Foundation** in **IT Service Management**
* **MCITP 2008**
* **CCNA®(R&S) & CCNA®(Security)**

### SOFTWARE & HARDWARE APPLICATIONS:

* Operating System: Windows 2003/2008 Server, Windows XP, Vista & 7.
* Office Tool: Microsoft Office Suite (2003/2007/2010).
* Software: Nessus, Spiceworks, & any anti-virus.

### PERSONAL DOSSIER:

*Gender & Marital Status:* Male & Single