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**Career Objective:**

* Highly motivated and seasoned IT professional having the **7+** yrs experience.
* Strong track record of meeting deadlines and be a perfectionist.
* Optimistic and self-motivated person.
* Keen to learn, understand new technologies and have good grasping power.

**PROFESSIONAL EXPERIENCE**

**Company :**

Designation : Technical Support Engineer

Duration : April 2014 to till

**Managing Products :**

 **Microsoft (DC,ADC ,Exchange and O365)**

 **Firewall (Fortigate ,Cyberoam and Dell Sonicwall)**

 **Symantec ( SMG, SEPM, Backup Exec)**

 **Trend Micro (IMSVA and Internet Security)**

 **VMWARE (ESXI,VCenter,VSphere)**

**Key responsibilities:-**

* Providing Support through Remotely (IT Security and Microsoft)
* Installation, Implementation, managing and troubleshooting of DC,ADC Exchange and O 365.
* Installation, Implementation, managing and troubleshooting of Firewall and Network Devices
* Installation, Implementation, managing and troubleshooting of Symantec Security Products, Symantec Messaging Gateway, Symantec Backup Exec.
* Installation, Implementation, managing and troubleshooting of Trend Micro Security Products
* Installation, Implementation, managing and troubleshooting of VMware, Center, Sphere Products

**Company :**

Designation : Desktop Support Engineer (EUS-Globally IT)

Duration : December 2013 to March 2014

Project : Deutsche Bank (AG)

**Key responsibilities:-**

* Taking care of day by day issues related to operating systems, applications etc.
* Taking care of issues related to LAN
* Taking care Citrix Based Users Issue
* Taking Follow Ups with HO team as per IT related issue (Singapure and Mumbai)
* Taking care of day to day user calls.
* Monitoring Network and update all query to HO Network Team
* Managing and Update Inventory every week end.
* Vendor Management

**Company :**

Designation : Desktop Support Engineer

Duration : July 2012 to November 2013

Project : Rockman Industries Ltd

**Key responsibilities:-**

* Managing & Installation of Active directory
* Managing, Implementing Group policies
* Taking care of day by day issues related to operating systems, applications etc.
* Managing Symantec Antivirus for all clients through Symantec Endpoint console.
* Managing CA Backup Tool for Servers and Symantec Backup Exec for desktops.
* Monitoring Cyberoam Firewall (Creation User ID, Managing Policies).
* Taking care of issues related to LAN
* Desktop/Laptop management OS Installation, Configuration and troubleshooting Win XP, Win 7 Win 2000, Server 2003 & 2008
* Technical support to client executives on remote site through Remotely etc.
* Managing & Trouble shooting mail client Lotus Notes (ID Creation, Password Reset, Quota, etc.) Lotus Traveler, Same time ,Blackberry ,MS Outlook, Outlook Express, Zimbra Mails
* Taking care of day to day user calls.
* Adding/deleting/modifying user account/groups information, resetting passwords, etc
* Configured network printer, directory structures, user rights, security, and software on file and print servers
* Responsible for support function of all kinds of Hardware and software related troubleshooting on Desktops, Laptops, Printers, and Scanners
* Application (SAP, etc) installation, configuration.

**Company :**

Designation : FMS Support Engineer

Duration : May 2007 to June 2012

Project : Bajaj Allianz Life Insurance Co.Ltd.

 : L & T Finance Ltd.

**Key responsibilities:**

* Managing & Installation of Active directory
* Adding/deleting/modifying user account/groups information, resetting passwords, etc
* Primary duties involved Deployment/Installation, up gradation and configuration of all Windows based client machines and Standard & Non-Standard applications used on the Windows platform.
* Installation, configuration and troubleshooting of customized applications.
* Performing Change Management on the Servers including configuration changes, software and hardware upgrades etc.
* User management ( addition/deletion of users)
* Responsible for providing the customer with the right information on latest Security updates and Patches
* Mail configuration and management Lotus Notes, MS Outlook/Thunderbird/web mail.
* Responsible for support function of all kinds of Hardware and software related troubleshooting on Desktops, Laptops, Printers, and Scanners.
* Keeping record of hardware and software Inventory.
* Spares movement record and updating.
* Vendor management.
* Managing and troubleshooting a network of over 60 + client computers in network of Windows.
* Remote solution for all remote users.
* MIS preparation and updating day by day .
* Follow ups of all IT Activities instructed by Head Office (Pune & Mumbai ).
* Desktop/Laptop management- OS installation, Configuration and troubleshooting Win XP, Win 7 Win 2000, Server 2003 & 2008
* Hardware/software Troubleshooting.
* Patch and antivirus management.
* Application (OPUS, MS office) installation, configuration and troubleshooting.
* Handling hardware and software related connectivity issues, performance Tuning Software updates, Patches updates.
* System Monitoring & Application maintenance.

**Hardware Skill**

* Installation & configuration of LAN (Win Server 2000,2003,2008)
* Trouble shooting the networking related problems.
* Troubleshooting & maintenance of PCs.
* Fault finding & trouble shooting of Monitor, SMPS, Mother Board.
* Installation of Operating Systems Win7 Win98, Win XP, Win NT
* Installation of various software
* Installation of device drivers & Printers, Scanners and components

**Network Skill**

* Setting of small & medium sized networks star topology
* Cabling & crimping for systems, hubs, switches & routers
* Network devices Hub, Switches & Routers etc
* Topologies, Media Access methods
* TCP/IP [services](http://hyderabad.olx.in/services-cat-191), IP addressing
* AD,ADC,DHCP, DNS, WINS, IIS etc. installation & configuration
* ISDN, security, Internet connection & sharing

**EDUCATION**

* Master of Science (Information Technology)
* Diploma in Computer Hardware & Networking from Jetking Chandigarh.
* Six Month Diploma in Computer Applications.
* Done the ITIL (Information Technology Infrastructure Library) training from CMS Computers Ltd.

**Strength**

* Self Confidence
* Good Team Leader
* Punctuality
* Strong determination and dedication
* Positive Attitude & Sincerity

**PERSONAL DETAILS**

Date of Birth 18 Nov, 1984.

Marital Status Married

Language Known English & Hindi