

Esor

Cisco Certified Network Associates (CCNA)

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**Objectives:**

To obtain a challenging position in the IT realm that will allow me to learn new technologies and adapt to the work culture of the organization which I will be a part of.

**IT Experience:**

* Manage Domain environment for two sites through remote support (Team Viewer, Netmeeting)
* Active Directory, Windows Server 2003/2008/2012, Exchange Server 2007/2010/2013, VMware.
* DHCP, DNS, MAC Binding (Reservation), Implementing Group Policies.
* Trouble shooting networking related problems.
* Installation of Operating Systems.
* Installation of software.

**Experience:**

**Videocon D2H (OutSmart) Jan 2014-Present**

Roles & Responsibilities:

* Act as a single point of contact for phone calls and emails from staff regarding IT issues and queries.
* Receiving, logging and managing calls from internal staff via telephone and email.
* Report to senior managers on any issue that could significantly impact the business.
* Producing statistics and management report.
* Password reset, ID Creation and updating user information in Active Directory
* Email/Group ID Creation in Exchange Server 2007/2010/2013.
* Windows Server installation using Server Guide in IBM Server,
* Windows Server Activation, Patch Updation Activity, Server installation in Virtual Machine using VMware.



**Infodart Technologies India Ltd. Oct 2012-Jan 2014**

Roles & Responsibilities:

* Act as a single point of contact for phone calls and emails from staff regarding IT issues and queries.
* Escalate IT issues to the IT Manager where necessary.
* Supervised and performed installation of software.
* Ensured functionality of desktop systems through frequent evaluations and routine maintenance.
* Point-of-contact to HE Team in the classification, correction, and reporting of field incidents.
* Maintaining overall ownership of field’s IT issue & service ensuring that they receive resolution within a reasonable timeframe.
* Managing overall process of ID Creation and Deletion.
* Managing various reports that include patch update on desktops & servers, L2 & L3 Switch, CPU/memory utilization, Antivirus report & local system maintenance report.



**Videocon D2H April 2011-May 2012**

**Training:**

Six months training on Call Center Technologies that includes GAD, CCPulse, Hyperion, Sip End Point and overall Basic Hygiene and maintenance of client machines.

Roles & Responsibilities:

* Trouble shooting networking related problems, Installation of Operating Systems, Installation of software.
* Training on application used in call Centers(GAD, CCPulse)

**Sterlite Technologies Limited July 2010- Sept 2010**

**Training:**

Two months training at Sterlite Technologies Limited. Sterlite Technologies is one of the largest integrated manufacturers of optical fibers in the world.

Sterlite Technologies Ltd. is an Indian manufacturer of optical fibers, telecommunication cables and power transmission conductors and exports optical fiber to overseas markets in China, Europe and South East Asia.

**Academic Qualification:**

* MCA from BCIIT (GGSIP University), Delhi (2009-2012)
* BCA from CMRIMS, Bangalore University (2006-2009)
* 12th from Margherita College (Assam Board), Assam (2006)
* 10th from St Mary’s school, Margherita (Assam Board), Assam (2004)

**Certifications:**

* Cisco Certified Network Associates (CCNA) - CSCO12653456
* Completed Sun Education Services Session on Solaris 10 OS.
* Completed a course on Visual Basics and Oracle as value Added Course in College.

**Knowledge:**

* Advance Configuration knowledge of Cisco switch and routers.
* Knowledge of OSI seven layer model, TCP/IP four layers, and how network behaves at different levels of OSI and TCP/IP model.
* Knowledge of VLAN configuration with VLAN Trunk and VLAN Access mode.
* Active Directory, Windows Server 2003/2008/2012, Exchange Server 2007/2010/2013, VMware.
* DHCP, DNS, MAC Binding, Implementing Group Policies.