Ajay

OBJECTIVE:

Information technology professional with eight years of experience in the industry with an emphasis on **Server, Desktop and Network Management**. I am seeking a challenging and progressive career with a global organization, where I can utilize my potential to the fullest and enhance my skills.

**TECHNICAL SKILLS:**

**Systems**

Windows XP, Vista, 7, 8, 8.1, 10 and Windows Server 2003, 2008, 2012

**Hardware**

Router, Switch, Modem, Wi-Fi Router, Firewall, Printer, Scanner, Thin client, Media converter, Polycom video conferencing System, CCTV Camera, Barcode machine and Biometric device.

**Software**

Microsoft Office 2003/2007/2010/2013, Norton Anti-Virus, Macafee, Quick Heal and Net Protector Antivirus

**Networking Protocols**

DNS, DHCP, TCP/IP, SNMP, SMTP, VPN, FTP, RIP, OSPF

**PROFESIONAL EXPERIENCE:**

**ITV Computers Pvt. Ltd., Mumbai, India**

*Title: Technical Support Engineer*

August 2012 – Till date

***Responsibilities include:***

* Install Windows Server 2003, 2008 & 2012, Domain Controller
* Configuring Local Storage, Shared drive and folder
* Configuring Server for Remote Management, Virtual Machine Setting and Network Connectivity
* Configure & Troubleshooting Wireless (Wi-Fi) devices, Video Conferencing systems
* Configuring Firewall, Routers, Switches and responsible for monitoring network performance, event logs and overall internet connectivity
* Configuring Internet Protocol (IP) Addressing
* Deploy and Configure the DHCP/DNS Services
* Create and Manage Active Directory domain, users, groups and manage Group Policy Objects and Organizational Units
* Install & Troubleshoot desktop, laptop, thin client, printer, scanner, CCTV camera, barcode machine and biometric devices
* Installing & Configure Hyper-V on Windows, Windows server
* Troubleshooting of issues related to Local Area Network/ Wide Area Network connections
* Configuration of routing protocols such as Routing Information Protocol (RIP) and Open Shortest Path First (OSPF)
* Network segmentation and configuration of Virtual Local Area Networks (VLANs)
* Configured Emails such as Microsoft-outlook, outlook express

***Achievements***

* Responsible for managing three (3) Assistant Technical Support Engineers
* During my tenure at this organization consistently updated my skill sets and technical capabilities and worked towards enhancing my personal development. I am now a Certified Microsoft certified professional (MCP), Microsoft certified solutions associate (MCSA) and Cisco Certified Network Associate (CCNA)
* Streamlined successful integration of Networks , Servers and Storage Systems
* Resolved multiple issues related network systems connectivity to improve performance and business functionality
* Monitored and document **600+** network devices
* Independently configured and installed indoor & outdoor Wi-Fi Routers-Cisco Linksys, MROTEK exora-01, Brovis, Engenius, Netgear, TP-Link and D- Link
* Installed Endpoint Security and Controls on Windows Server 2012, which has enabled the organization to be proactive towards the changing landscape and evolving cyber threats

**Shreeji Computer Services, Mumbai, India**

*Title: Customer Support Engineer*

May 2007 – August 2012

***Responsibilities included:***

* Provided on-site technical support for installation, maintenance and repair of Desktop, Laptop and servers
* Assisted and trained clients in the installation of day to day software’s such as MS-Office and Anti-virus on their desktops/laptops actively educated and created awareness among our clients to understand the risks of installing and downloading unnecessary software’s
* Configured Emails such as MS-outlook
* Assisted Senior Desktop Support Engineers in procuring, installing and configuring Network equipment

**N-Tech Info Solutions Pvt. Ltd., Mumbai, India**

*Title: Desktop Engineer*

June 2006 – April 2007

***Responsibilities included:***

* Installed Windows XP/Printers/Scanners
* Repaired/Troubleshoot Desktop/Printer/Scanners and other peripherals
* Maintained all records and delivery status of all computers/printer/scanners received for repairs
* Assisted the organization stakeholders to create an asset inventory of computers and peripherals on a daily basis

**PROFESSIONAL CERTIFICATIONS:**

* Cisco Certified Network Associate Routing and Switching (CCNA)
* Microsoft Certified Professional (MCP)
* Microsoft Certified Solutions Associate (MCSA)
* Completed certificate course in Hardware and Networking from St, Angelo’s Professional education
* Completed certificate course in Electronics Engineering from Kohinoor Technical Institute
* Completed certificate course in computer OS/Application (Window XP/MS-Word, Excel & Power Point-2000) from Byte Computer Education

**EDUCATION:**

* Passed Master of Arts from Annamalai University in 2012
* Passed Bachelor of Arts from Annamalai University in 2010

**LANGUAGES KNOWN:** English, Hindi.

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