RESUME

##### OBJECTIVE:

Seeking a position as a Systems Administrator using strong troubleshooting skills and testing abilities to reduce downtime and improve user satisfaction.

Personal Information

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| Date of Birth | 20th July 1979. |
| Marital Status | Married |

Academic Qualification

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| Exam Passed | University | Year of Passing |
| B sc IT | Sikkim Manipal University | march 2014 |

Other Qualification

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| Institute | Course |
| Jetking School of Electronic Technology | Diploma in Computer Hardware Engineering in 1999. |
| Institute | Course |
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Work Experience

* Experience of supporting Windows XP windows vista, windows 7,win 8,win 10, 2003,2008, Microsoft Outlook, LAN's / WAN's, DNS, Active Directory and Microsoft Office.
* An extremely customer focused approach, with a commitment to delivering an outstanding customer experience.
* Excellent problem solving and troubleshooting skills.
* Strong planning and organization skills with the ability to manage workload.
* A proactive approach and outstanding communication skills.

1.The Company

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| Presently working as an Assistant IT Head Since 4th Jan. 2008 till date. |

The Nature of Work

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| **The role:*** **Coordinating with hardware vendor and supplier and helping in IT related products and services buying decision.**
* **New project implementations. Interacting with clients and customers and vendors. Keeping track of the IT devices, assets, and capacity and updating records accordingly**
* **Understanding, maintaining the maximum uptime of servers, desktops and to meet internal SLA.**
* **Monitoring the telecommunication network for alarms or certain conditions that may require special attention to avoid impact on the network's performance.**
* **Analyses problems, perform troubleshooting, communicate with site technicians and other NOCs, and track problems through resolution**.
* **With using inter-personal and communication skills with the ability to deal with users at all levels in an organization.**
* **Responsible for support, monitoring and troubleshooting of dedicated servers and network connections**.
* **Installed patches and managed requested software and OS packages on company and customer-owned collocated servers.**
* **Proposing and designing solutions to meet internal requirements and address complex business / technical process requirements**.
* **Providing 1st and 2nd line support within a Windows 2003 environment.**
* **Supporting Windows 2003 servers, Active Directory, TCP/IP, DNS, MS Outlook 2003, LANs / WANs and Windows XP / 2003 /Windows 7 Desktops, Windows 8 windows 10 Desktops laptop, notebook and PDA mobile phone..**
* **Working within a varied role which includes tasks such technical troubleshooting, backups, building servers & PCs, installing OS and network management and maintenance.**
* **Working closely with customers to understand their technical requirements and installing and configuring the solutions to meet these.**
* **I am responsible for all Hardware Configuration, Installation of various software’s & troubleshooting etc. Configuring wireless device like switch, router, printer sharing and Firewall.**
* **Supporting Windows XP, 2003, Microsoft Outlook, LAN's / WAN's, DNS, Active Directory and Microsoft Office.**
* **Strong planning and organization skills with the ability to manage workload**.
* **Ability to install and troubleshoot wired and wireless routers**
* **Understanding and ability to troubleshoot E-mail related functionalities including outlook.**
* **Ability to work on windows Domain based network. User account creation etc.**
* **Ability to install and troubleshoot network printers.**
* **Network point I/O crimping, Punching and building** **up LAN**
* **Basic knowledge for troubleshooting and configuration of entry level firewalls.**
* **Ability to install and manage various antivirus with centralized admin console.**
* **Linux installation and basic configuration**.
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2.Dynacons Systems and solutions Ltd.

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| Worked with Dynacons as a F M S Engineer for a period of 3 years. |

Job Profile

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| \*Deputed at Asian Market Securities Pvt Ltd (Stock Broker) for past 8 months. I am responsible for Administering Desktop, Laptops, servers and backup & peripherals trouble shooting of LAN and WAN connectivity checking connectivity of LEASE LINE AND VSAT. Downloading Updates from BSE AND NSE. Checking and troubleshooting of NEAT Terminal, Bolt terminals, ODIN workstation, and server. Configuration of Eicon server & client. Co-ordination with Vendors.  |
| **\*Deputed at Indira Gandhi Institute Of Development And Research Center. I was responsible** for **configuring and troubleshooting servers and desktops**. **Installation of various software’s & troubleshooting etc. Responsible for operation of** [**campus computer labs**](http://ccs.uttyler.edu/ccc/), **solving user’s computer related all types of problem. Handling student support requests and networking for housing. Handling network printer and assigning data access rights from server to user.****\* Deputed at CHEMET where all the work is mainly based on e-mail (Microsoft outlook-2003 and outlook express 5.5 and 6 ) and internet, I was responsible for configuring email account and mail downloading from server and maintaining user’s mailbox in Linux mail server. And solving day to day problem regarding emails. Configured centralized antivirus and updating reports.** |
| **\*Deputed at Antique Stock Broking Limited (Stock Broker) for past 6 months. As a site incharge (FMS) I was responsible for trouble shooting of LAN and WAN connectivity checking connectivity of LEASE LINE AND VSAT. Downloading updates from BSE and NSE. Checking and troubleshooting of NEAT Terminal, Bolt terminals, ODIN workstation, and server. Configuration of Eicon server & client. Co-ordination with vendors and helping in buying decisions of IT product and services.**  |

3.Acer Computers

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| Worked with Acer Computer, as a Customer Support Hardware Engineer for a period of 4 years. |

The Nature of Work

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| 1. **Diagnosed and repaired computer hardware, software, and peripheral problems**
2. Attending customer’s calls and solving hardware problems.
3. Maintenance of network environment with the clients.
4. Annual maintenance of the machines.
5. Network Crimping of UTP Cable (Cat 5, Cat 6).
6. Networking (Crimping, Clapping, Addressing
7. Network printer configuration
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Software’s Worked on

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| E-Mail | **Eudora Light Ver. 1.5.2 to 3.0.6, Eudora PRO Ver. 4.3, Netscape Mail, Pegasus Mail, MS-Outlook, Outlook Express. Exchange mail server.** |
| Fax | **Delrina Winfax Pro Ver 3.0 -Ver 9.0, Chenny Bitware, Supervoice.** |
| Browser | **Netscape Gold 3.01, Netscape Communicator 4.0 to 4.7, Microsoft Internet Explorer Ver 3.02 to 5.5,6.0 and 7. Mozilla Firefox, Thunderbird, safari, Google chrome.** |
| Antivirus |  **McAfee Antivirus Dr. Solomon’s Antivirus, Norton Antivirus Toolkit, Treandmicro antivirus** |
| O/S | **MS-Dos, Windows 3.1, Windows 95, Windows 98, Windows ME, Windows 2000 and Windows xp. Windows 2003 , 2008** **win7,win8 & win10** |
| Word  | **Word Star, MS Word 7.0, MS Word 2000, Office xp, 2007,2010,2013** |

**Job Seeker First Name / CV No: 1718796**

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