**RAJESH**

Email: rajesh.340297@2freemail.com

**Career Objective:**

**To work in a challenging environment that provides generous opportunities for learning, in the field of IT Support Engineer. I am able to pick up new skills quickly and my punctuality is an important aspect with the team I am involved.**

****Professional Experience**:**

**3 Years 2 Months of experience in System administration (L1&L2) in Windows OS Platforms with Installation, Configuration, Administration and Trouble shooting. Handling day-to-day issues and maintaintenance as per SLAs.**

**Technical Skills:**

* Assembling and Disassembling of personal computers.
* Troubleshooting of issues regarding Hardware, Operating Systems and Networking of pc.
* Installing and configuring Windows 2003, 2008 & 2012 servers. And all client operating systems.
* Installing and configuring Active Directory Services.
* Antivirus Symantec, Outlook2013 trouble shooting.
* Restricting users to access control through Group Policy.

**Networking:**

* Configurations of Router, Switch.
* Planning and Applying of various Topologies
* Creating LAN, WAN Networks.

**SUMMARY OF WORK EXPERIENCE:**

Organization :  **ISource Pvt.Ltd**

Deployed :  **Infosys Ltd. (Hyderabad**)

Role :  **Consultant**

Duration : **August 2015 to** **October 2016**

**Roles and Responsibilities:**

* Managing the Users in Active Directory and Administration & maintenance of Group Policies
* Restricting users to access control through Group Policy.
* Providing security level and share level permission to users.
* Proficiency in Installation, Configuration and Troubleshooting of OUTLOOK 2007, 2010, 2013 clients.
* Password resetting and checking the locked accounts.
* Monitoring the Request & Incidents by using ticketing tool and giving support to end users within SLA.
* Proficiency in Installation, Configuration, Troubleshooting and Administration of Windows 2003, 2008 and 2012 Server Operating systems.
* Installing Service packs and required patches.
* Adding the New clients into the Network & Changing the Domain on daily basis.
* Manage disk and folder sharing, and permission settings on desktops
* First level troubleshooting of desktop LAN related issues
* Printer configuration support on Desktops/Laptops.
* SCCM2012 Client installation and Troubleshooting Clint system.
* Installing, Configuring and Troubleshooting on CISCO VPN and Citrix.
* Remote administration using tools like – MSTSC, MSRA, Microsoft communicator, Lync 2013.
* Installing high end software’s like Visual studio, SQL server, Oracle Database, Putty, VMware Workstation, sap Hana studio, Winscp, IBM WebSphere.

**InTarvo Technologies Ltd:**

 Duration : **July2013 to July 2015**

**Roles and Responsibilities:**

* Assembling and Disassembling of personal computers.
* Troubleshooting of issues regarding Hardware, Operating Systems and Networking of pc.
* Software install and upgrade
* Troubleshooting network issues.

**Educational Qualification:**

* Graduation from Mahatma Gandhi Kashi Vidyapit University. in year 2013 with 64%
* Senior secondary passed from Board of Uttar Pradesh. In year 2010 with 62%
* SSC from Madhu School, WYRA Board of Secondary Education A.P.

**Technical Qualification:**

* **JCHNE :** Diploma in Computer Hardware Networking Engineer from **JETKING.**

**Personal Information:**

Date of Birth : 25/07/1992

Gender : Male

Marital Status : Single

Nationality : Indian

Languages Known : English, Hindi and Telugu

**Declaration:**

 I hereby declare that the information provided above is true to the best of my knowledge.

Place: DUBAI

Date: