**Surinder** **Surinder.363584@2freemail.com**

**Aspiring to scale heights in System Administration / Networking / Technical Support with an organisation of high repute**

**Professional Preface**

**Currently worked with MindSquare Technologies (India) Private Limited** **Bangalore, as North Lead Senior System Administrator. *Current Site is Columbia Asia Hospital Patiala. Current Remote Sites handling (Ghaziabad Site, Gurgaon Site, Ahmedabad Site and Salt lake Site.***

**Scholastics**

* **Graduation from Manav Bharti University Solan, HP.**
* **Higher Secondary Examination passed from P.S.E.B. Board, Punjab.**
* **Secondary Examination passed from P.S.E.B. Board, Punjab.**

**Work Experience**

**In Mind Square I work as a Senior System Administrator looking after Patiala Site as well as other 4 remote sites of Columbia Asia Hospital as a North Lead Role from last 4Years and 10 months.**

**Job details:**

* Performing Security Health Check of Windows servers and other compliance.
* Performing timely Patch management as per the Schedule.
* Performing Change Management as per the process.
* Support to all BAU [Business as usual] calls.
* Support to raising & implementing including the Patch management CRs in the Wintel infrastructure.
* Daily BAU L2/L3 Calls Support on Windows 2008 and 2012 Server Family infrastructure.

**Detailed Activities:-**

* Windows OS & AD Incident/Production Management
* Installing, Configuring and Hardening of Windows 2003 / 2008 / 2012 Servers
* Installing, Configuring and Managing AD / DHCP / DNS Services.
* AD Replication monitoring and regular health checks to be performed.
* Creating Group Policies and implementation as per standard procedures.
* RAID Configurations and Disk management utilities tools.
* Perform Security Health Check of Windows servers and other compliance related activities.
* Setup and maintenance of new infrastructure of Windows 2008, Windows 2012 Std Server Edition, Domain Controller, DNS Servers, DHCP Servers, File Server, NPS,Coordinating with different lines of services with SLA.
* 3rd party vendor coordination for visit and troubleshooting
* Controlled shutdown and restart of services and dependencies
* Console operations - verify system availability
* Quarterly check of assets against CMDB
* Daily Operating System alert handling and response
* Half yearly password maintenance and scheduling
* Ticket Status Check and Update
* Respond to False Positive Alerts
* Incident Escalation and Progress Monitoring
* Handling Sev1, Sev2, Sev3 Incidents reported by automated alerts
* Handling Sev1, Sev2, Sev3Incidents reported by customer
* Monitoring of DHCP Scopes, Change and Deletion of DHCP scope entries, Management of IP Reservations,
* DHCP Scope Options, DHCP Incidents and Alerts.
* Monitoring of DNS Resolution, Maintenance of DNS Zones
* Management investigation of customer complaints
* Maintenance and review of operating system admin accounts
* Maintenance of Hardware Monitoring Agents, Escalation of Hardware Alerts to onsite maintenance
* Controlled Reboot of Server for hardware repair / replace
* Maintenance of Software licenses, Software License Usage Monitoring
* Deployment and Maintenance of Backup Agent Software
* Install of OS, Tooling, Backup Software, system management components
* Administrative User Account Reviews

**Patching**

* Perform timely Patch management as per the Schedule.
* Deployment of Monthly MS Fixes / Patches
* Controlled Reboot of all systems after patch application
* Removal of Patches if issues occur
* OS software installation of non-mandatory patches and service packs

**Change Management**

* Perform Change Management as per the process.
* Change Raising to facilitate incident resolution
* Change Raising to facilitate Problem resolution
* Change Review and Monitoring
* Change Management Reporting
* Change Review and Monitoring

**Problem Management**

* Responsible for preparing RCA document for Severity 1 & Severity 2 calls.
* Trend analysis of Capacity report
* Trend analysis of availability report
* Problem Management and RCA
* Trend analysis of tickets and recommendation of improvement
* Identifying problem areas and finding out ways to reduce that

**Documentation**

* Documenting the changes in change management.
* Document the Incident Report in Incident Management Tools
* Creating and updation of technical documentation

**Antivirus**

* Antivirus management
* Symantec Endpoint Protection Console administration and System Center Endpoint Protection Administration
* Initiate Outbreak co-ordination team
* Troubleshooting of Antivirus Definitions
* Resolution of out of date Pattern files
* Cleaning, deleting and Quarantining affected files
* Management of Performance Monitoring Alerts (false positive)
* Monitoring and Logging for Security violations

**Reporting**

* Bi-annual capacity report generation
* Reporting on outstanding Problem Records
* Generating Monthly Service Level Reports
* Generating Monthly Patch Report

**Experience and Skill :**

* Good understanding of Operating System infrastructures (And / Or relevant Application specific infrastructure as appropriate)
* Experience of client/server and enterprise environments
* Ability to structure and draft technical documentation
* Strong working knowledge of ITIL Incident, Problem and Change Management disciplines
* Customer relationship development and influencing skills
* Ability to work under pressure and remain decisive.
* Able to train junior team members
* Having Windows certification training in 2003/2008/2012
* Having experience in windows server management of 5 years
* **Managing Dell and HP proliant server working Window Server 2008 R2 Enterprise and Window Server 2012 R2 Std. daily check server Logs, application logs, Server Health.**
* **Managing Dell SAN Storage connected through Fiber with SAN Switch.**
* **Managing Symantec Backup Exec 2012 (Backup JOB scheduling, taking backup on tape library as well as on DAS, Backup restoration on DAS and License Management)**
* **Managing Tape Storage (Doing Tape rotation every day for disaster recovery)**
* **Managing SQL 2012 Failover Cluster, check daily Server health logs, Backup logs, application Logs.**
* **Managing Symantec End point Console. (SEP console management, logs checking, SEP client installation)**
* **Managing SCCM 2012 VM server and their clients.**
* **Certification and Managing CCNSP (Cyberoam Firewall).**
* **Providing Error free Network to the end users**
* **Handling Care21 application including training and troubleshooting**
* **Patch testing and updation of Care21 application**
* **Handling and managing CALIMS for the laboratory services and**
* **Responsible for installation and troubleshooting of all production applications like Care21, CALIMS, Shortcom.**
* **Managing Desktop and Laptop hardware and Software. Printers also**
* **Providing Secure Wi-Fi Network to End users**

**Professional Training**

* **MCSE - Microsoft Certified System Engineer on Window Server 2000**
* **MCSE - Microsoft Certified System Engineer on Window Server 2003**
* **MCITP - Microsoft Certified Information Technology Professional on Window Server on 2008**
* **CCNA - Cisco Certified Network Administrator**
* **MCITP – Preparing Certification on Windows server 2012**

**Knowledge Purview**

* **My Expertise is in Microsoft Products like Server Operating System, Client OS , MS-Office, SCCM 2012 and Networking devices like Switches and Routers. Also knowledge in SQL Server Administration (DBA), practice on SQL Server 2012.**

**Sites Handling :**

* **Columbia Asia Hospital Patiala. Punjab. (Current)**
* ***Also handling Remote Sites (Ghaziabad Site, Gurgaon Site, Ahmedabad Site and Salt lake Site.***

**Project Handling :**

* **Active Directory and Database migration from Windows server 2008 to 2012 R2 Std in February 2017.**
* **Active Directory Migration from Windows server 2003 to Windows server 2008.**
* **PACS Server Migration from Windows server 2003 to Windows server 2008.**
* **SQL Migration from Microsoft SQL server 2005 to Microsoft SQL server 2012.**
* **Email Migration from sify to Microsoft Office 365.**
* **SCCM 2012 configuration on all Columbia Asia Sites.**
* **Client Operating System migration from Window XP to Windows 7 through WDS 2008 on all Columbia Asia Sites.**

**Personal Dossier**

* **D.O.B : 27th Feb, 1983.**
* **Marital status : Married.**
* **Sex : Male.**
* **Nationality : Indian.**
* **Language known : English, Hindi, Punjabi.**

**I Surinder Kumar is from Patiala (Punjab). I have Nine members in my Joint family including me, my wife and two little boy. My father is a government employee and my mother is housewife and has two younger brothers.
My strength is my self-confidence, positive attitude towards life and is always open to accept and learn new challenge. My hobbies are internet surfing, chatting with friend and listening music.**

* **Passion: To drive my laptop with my mind.**
* **Strength: Working with Team day and night to take new challenges.**
* **Weakness:**
* **Want for: My family.**
* **In love with: My computer.**
* **Work is: Love if You Do It.**
* **Moto: To be a successful IT professional in next 5 years having good command in Management Skills .**

**Full Name: ----------------------------------Surinder
Skill:-----------------------------------------Senior System Administrator
Total Experience:-------------------------- 4.10 Years
Relevant Experience:----------------------4.10 Years

Gross salary per month:-------------------INR 36112
Expected Gross salary per month:--------Will discuss later
Currently working/Not Working/ Serving Notice Period: Working
Current Company:--------------------------Mind Square technologies India PVT LTD.
Employment [Permanent/Contract]:----Permanent.
Required Time to Join: ---------------------30 days
Current Location: ---------------------------Patiala
Holding any other Offers: -----------------No
Ready to take F2F interview---------------: Will depend
Pass port: ------------------------------------ Yes
Photo graph: -------------------------------- Will Upload later
Pan card: ------------------------------------ Will Upload Later
Pay slips( Attachment mandatory ) Every worked companies any one month : Will Upload later**