**MANPREET**

**Manpreet.372385@2freemail.com**

**I T P r o f e s s i o n a l -**

**H a r d w a r e / N e t w o r k i n g & T e c h n i c a l S u p p o r t**

**EDUCATION**

**BACHELOR IN COMPUTER APPLICATION**

***2012***

Sikkim Manipal University - Distance

**DIPLOMA IN HARDWARE & NETWORKING**

***2010***

ATS Institute

**CERTIFICATIONS**

MCITP ITIL

CCNA (Routing & Switching)

**SOCIAL**

**ABOUT**

Manpreet is enthusiastic IT Engineer with necessary drive & determination required to resolve complex technical, hardware & networking issues. He is experienced in providing motivation guidance & up-to date IT Consultancy services to both colleagues and clients. Possessing a process of driven mindset means that he can work in a fast paced, commercial environment where quick decisions have to be made followed by quick actions. He is now looking for a new and challenging role, which will allow him make best use of his existing skills and experience and also further give an opportunity for development and

new learnings.

**CORE COMPETENCIES**

Cisco network Linux

Troubleshooting IT support

Technical Support Routing & Network performance management

Switching Technical solution resolving

Network Solutions Cisco Networking Technical Support

Desktop Solutions Team Management

**EXPERIENCE**

**NETWORK SUPPORT ENGINEER**

**Telelogix IT Services - Emircomm | Oct 2015 - Present**

Installation and Configuration of Operating System, Standard Software, MS Office, Mail Client, Printer, Scanner

Troubleshooting Desktop, Outlook, Internet Explorer issues

Periodic Definition / Signature update for Firewall IPS Device, Symantec Endpoint protection Manager.

IP phone Extension creation, witness access, FAC code creation in Cisco Call Manager.

Health Check for Networking Device, Servers, IPT, IPCC on periodic basis. Monitoring Servers and Network

devices using IT360 monitoring tool Coordination with Vendor like Cisco, HP, for TAC and RMA cases

Inventory and License Management for Desktop, Servers, Networking devices. Ticket Logging and Engineer

**PERSONAL INFO.**

**Nationality** – India

**Marital Status** – Married

**Current Location** – Dubai

**DOB** – 13 September 1988

**DECLARATION**

“I do hereby declare that all the above-mentioned declarations are true to each and Every aspect”

**Sincerely,**

**Manpreet**

Assignment for Incident/Service/Change request. Receive and response to support call from End User

Worked with Tadweer for 1 month assigned by the company. Network connectivity troubleshooting, ping, tracert,

telnet. Investigating, diagnosing and resolve all network problems.

**NETWORK ENGINEER**

**KocharTech | Dec 2013 - Sept 2015**

Administering & designing LANs, WANs internet/intranet, and voice networks. Analysing & developing key components using methodology prescribed techniques.

Communicating and negotiating with users, specialists, other staff and suppliers. Network connectivity troubleshooting, ping, tracert, telnet.

Responsible for communication protocols, configuration, integration & security. Investigating, diagnosing and resolve all network problems. Maintaining pre-packaged software applications on the LAN.

Upgrading and repairing faults on CISCO network devices & peripheral equipment. Cisco switch and router configuration/troubleshooting.

Configuration of Drishti dialer/ACD, also ticket logging system with ISP and take proper follow-up. Incoming and outgoing call routing on ACD and CISCO voice router. Performing DB cleanups of Drishti Database Server.

Cisco PIX firewall configuration, installation backup and troubleshooting. Configuring E1/PRI on Cisco Voice router.

**HELP DESK ENGINEER**

**TATA Teleservices - On payroll of Crystal Pvt. Ltd.) | Aug 2011 - Nov 2013**

Handling DHCP Server based on Microsoft 2003 server in which different scopes are created according to different VLANS and take backup of all the scopes. Maintain File Server and mange the quota and security rights of Domain Users. Manage Symantec for updating Antivirus Clients. Handle Remote Management of Thin Clients.

Configure Troubleshoot and Backup of Microsoft Outlook mailbox based on Microsoft Exchange and POP3 Server.

OS Hardening of all the Desktops, Thin Clients as per Info Sec Policy and taking care of monthly and quarterly IT audit.

Implement the policies for the use of the computer system. Handling all the complaints according to Escalation matrix.

**KOCHARTECH**

**Desktop Engineer | July 2010 - Aug 2011**

Desktops (HP and Dell), 12 LG Thin Clients, 3 HP LaserJet Network Printers, 75+ Laptops (HP, Toshiba, Lenovo and Dell). Monitoring of Routers, Core Switches, Firewalls and Access Switches.

Handling Voice applications like Nortel, Drishti & AVYA for inbound calling & Outbound Calling with More than 450.

Seats symposium (CCMA) Display on 20 seats and handling Verint Desktop On 25 systems.

Monitoring network devices and logs

Handling all Data & voice application for Airtel, Aircel, IDEA, Vodafone, Reliance Process.

Managing all escalation regarding data & voice application to Wipro & Bharti team & Voice Team in office & dealing with service provider. Working on Symantec endpoint

**TECHNICAL EXPERTISE**

**Network Management & System Administration**

Installing, configuring and maintaining LAN, OS, Switches, Active Directory handling Remote Desktop Connection.

Involved in user authentication, user policy rights enforcement, NTFS Permissions & implementing Desktop Security Policy. Configuring DHCP, DNS & Network Printers.

**Technical Support / Troubleshooting**

Monitoring connectivity with Windows, driver installation all types of hardware, NIC. Troubleshooting problems pertaining to Workstation, System Performance, Network Administration, and Client Application Conflicts & System Bugs.

Managing troubleshooting of Hardware, OS and Network, involved in problem diagnosis of hard disks, CPUs, Thin Clients, motherboards, cards, printers, monitors, removable drives, hubs, switches, etc

**Cisco Network Troubleshooting**

BGP, OSPF, EIGRP, Switching & Routing, Linux

**FUNCTIONAL EXPERTISE**

Comprehensive understanding of LAN & WAN concepts entailing installing, configuring & maintaining Servers, OS.

Networking, system installation, maintenance and troubleshooting, including configuration and replacement of internal and external components like motherboard, processor, NIC card and also familiar with hardware and software compatible issues.

Installing, configuring and administrating operating systems and software applications.

Operating System - Windows 98, XP, Windows 2000, Window 7,Linux Server - Windows 2003/2008 Server Family, Red Hat Enterprise5

Hardware - Assembled PCs, Laptops, Thin Clients Printers - DeskJet (HP), Network Printers etc.

Others - Working on Incident Management system, Remote support.