**Pradeep**

**Pradeep.372471@2freemail.com**

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| **Profile Snapshot** |

**CAREER FOCUS**

Efficient analytical, problem solving and Decision making skills. Able to solve complex

Problems and provide working solutions. Work well under pressure.

**Summary of Experience**

Possessing 4+ years of vast experience in the field of Computer Hardware & Networking where Planning, Implementation, and troubleshooting are involved with multiple platforms of OS viz., Microsoft Windows XP, 7,8,10 Windows Server 2003, 2008, 2012 and Linux, CentOS ,Ubuntu, Fedora ,MAC OS administration, Network support experience on CISCO devices and Unifi Software Defined Networking.

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| **CERTIFICATIONS** |

* Completed **JCHNP** course from **JETKING.**
* Completed **Linux Administration** course from ZOOM Technology ,Hyderabad.
* **CCC** certified by **DOEACC** society.
* **Microsoft** certification in Windows Server 2012(**MCSA**)

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| **IT SKILLS** |

**Operating Systems:** Windows server 2012/2008/ Windows XP/7/8/10.

 Linux CentOS ,Ubuntu, Fedora ,MAC OS .

**Hardware:** Cisco routers &switches, Cisco Blade Servers, HP, Dell, IBM servers.

 **Software:** Active Directory, Microsoft Office, Symantec Antivirus, SCCM, Lotus Notes, Windows Server Backup, Windows Terminal Server, MS Proxy Server, DHCP Server, DNS Server, RIS,WDS,WSUS ,Remote Apps, Hyper-V, Apache & Nginx web servers.

**Networks & Protocols:** Ethernet 802.3, TCP/IP, WINS, ARP, FTP, SSH, Telnet, Structured cabling, SMTP, POP3, NAT, VPN, VLAN, STP, Ethernet 802.11, LAN/WAN, RIP, IGRP, EIGRP, OSPF.

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| **EMPLOYMENT DETAILS** |

From 22 May 2017 To Till Now for **Olive Technology Ltd. Hyderabad**

As - **System Administrator**

* Installing and configuring Database applications (SSMS,SQL,Mysql,MongoDB)
* Installation and configuration of Git,Node js ,Sublime, Source tree etc.
* Backup and restore Database .
* Manage Unifi Software Defined Network.
* Manage Active Directory ,DNS ,DHCP,DFS, IIS, WSUS ,WDS servers.
* Install ,Manage and troubleshoot Linux and MAC operating systems.
* Windows Servers patch management.
* Manage AD user accounts and password policy.
* Google email account and Google drive administration.
* Installing and configuration of all application.
* Basic Knowledge about cloud computing (AWS, Microsoft Azure).
* Installing and configuring LAMP and WAMP server.
* Install, configure, backup and restore MS Outlook.
* Install, configure and troubleshoot Apache, Apache tomcat webserver.
* Basic knowledge of Office 365 administration.
* Install and manage Microsoft Exchange Servers.
* Experience in using Atlassian product suite (JIRA,Bitbucket)
* Assigning advanced file permissions like chmod, chown & chgrp.
* Backing up folders by using tar balls.
* Configuring NFS server for file & folder sharing between multiple Linux servers.
* Installation and configuration of various applications in CentOS & Ubuntu Linux environment.
* Administration of Logical Volume Manager (LVM).
* Knowledge of cryptography concept.
* Backup and restore folders by using tar balls.

From 3rd Aug 2015 To Till Now for **Wipro InfoTech Pvt. Ltd. Delhi. (Off Role)**

As **Desktop Support Engineer** – **FM HELPDESK TEAM**

**Client Site- HDFC BANK LTD.**

* Installation, upgradation, support and troubleshoot XP, Windows 7 and other Microsoft applications.
* Domain Configuration and Support Domain related problems
* MS-Outlook & Outlook Express configuration and Troubleshooting
* Installation & Troubleshooting of local and network Printers.
* Perform monthly preventative maintenance of computers, laptops, printers and other peripherals.
* Handling escalation calls & issues and updating calls on WIPRO,s Ticketing tool.
* Escalate to concern team for Bank applications issue.
* Configuration and Troubleshooting of IBM Lotus Notes Client.
* IE 8,11 setting for flexcube and other BANK applications
* Vendor coordination and fallow up for Hardware and Network issue.
* Basic software installation and troubleshooting.
* Installation & Troubleshooting of Dot Matrix, Laser, Inkjet printers of Epson, Brother.
* Specialist in Installation & Troubleshooting of Bar Code Printers (Zebra, Toshiba, Ring)
* Manage UBS server of HDFC BANK.
* Troubleshooting network connectivity in a LAN/WAN.
* VDI image flashing and VDI printer installation
* Handle Entry Level Server of IBM & DELL and HP.
* RAID configuration and management
* Provide Remote Support to PAN India through IBM Endpoint Controller, Microsoft Lync, VNC viewer
* Provide **Network Support** to HDFC BANK as **Regional Network SPOC** (UP and Uttrakhand).
* Hands-on experience on **CISCO 1800,1900,2800** Series routers
* Configuration and troubleshooting CISCO switches and Routers.
* Network equipment installation.
* Knowledge of **RIP, IGRP,EIGRP,OSPF,BGP** routing protocol
* Network monitoring of all HDFC branches in UP and Uttrakhand
* Coordination and fallow up with Wipro NOC team and SP vendors
* Fisrt level troubleshooting at branch end with the help of branch users
* CISCO routers and switches configuration at HUB location.

From 11th Feb 2013 To 31st May 2015 For **Glopore IM Services Pvt Ltd Bangalore.**

Client Name – **PEARSON Education Services Pvt. Ltd.**

 **TATA Interactive System (TIS) Pvt. Ltd.**

 **Future General Insurance Pvt. Ltd.**

 **MBD Alchemie Pvt. Ltd.**

Role : **Technical Support Engineer-India**,

* ADC monitoring(User Creation & Group account)
* Assembling the Computer & Installation all related Drivers
* VPN Software Installation & configuration
* Software Installation & Trouble shooting
* Configuration and Troubleshooting of MS-Outlook(2003,2007,2010) ,
* Email ID Configuration in Mobile (Android OS)
* Working with domain client and manage Symentic Antivirus
* On IT Ticket system using for IT call Monitoring
* Manage the Tata Smart Class edge Setup in Delhi, North East, Uttar Pradesh Etc.
* Installation & Troubleshooting TIS software application.
* Installation Of NEC & Epson Ultra shot & Overhead Projectors
* Installation & Manage PEARSON & MBD Digiclass.
* Installation and management of CCTV devices at ICICI BANK ATM(Tharmal sencer ,Removal sencer and Alarm ,Hutter)

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| **Academic Qualification** |

* Graduation from D.D.U Gorakhpur University
* 12th from Allahabad, U.P, UP Board
* 10th from Allahabad, U.P, UP Board

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| Personal Details |

**Date of Birth** **:** 4th October 1993

**Languages Known** : Hindi & English

**Hobbies :** Playing cricket, listening music, Net surfing

**Declaration**

**I hereby declare that above information is true to the best of my knowledge and belief.**