**Shekhar**

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**OBJECTIVE:**Seeking a position with the opportunity in a reputable organization to expand skills and experience.

**SKILLS AND PROFESSIONAL CERTIFIFCATIONS:**

* ITIL V3, CCNA (Security, R&S), Certified Ethical Hacking V9 and MCSE(Microsoft Office 365 Enterprise administration).
* Diagnosing problems with complex systems and technologies.
* Strong working relationship and collaboration skills.
* Extensive knowledge of Operating systems, IT operations, Information security, Customer support, IT service delivery/Service desk.
* Written and verbal communication skills and ability to explain technical concepts to end users.
* Creation of support documentation.
* Email, telephone and remote, onsite support.
* Implementation, testing of new IT solutions and technologies

**EDUCATION:**

* Bachelor of Technology (Electronics and Communications) : 2008-2012

Punjab Technical University, India

**WORK EXPERIENCE:**

1. **Nov/2015 – Present: IT Client Services Engineer in a Kuwait-based Company.**

* Involved in the rollout of security patches (Ivanti HEAT).
* Evaluating new software & security risks.
* Managing MacAfee ePolicy Orchestrator 5.9.1 and Data Loss prevention, Antivirus threat protection.
* Diagnosing & resolving hardware, software & end users problems (Logged through BMC Remedy).
* Installation configuration of VPN (Two factor authentication RSA).
* Implementation of new IT systems and projects to meet the company’s needs and enhance support services.
* Active Directory administration for creation, modification of User Accounts, Organizational Unit, Groups, Share drives and Security level permissions.
* Evaluate and resolve the security incidents in the organization.
* Working within a TCP/IP network environment, including DHCP, DNS and Ethernet.
* Deploying new hardware, installation of software’s, Microsoft products, SQL database installation.
* Responsible for induction training for new staff and maintain IT service policies and processes documentation.

1. **July/2013 – April/2015: Desktop Support Engineer at Nityo Infotech Pv Ltd, India.**

* Installation, administrations and troubleshooting of Microsoft windows, software and hardware.
* Communicating with third party technical specialists for network outages and for applications support.
* Configuring and managing backup & restore procedures and tape drive management.
* Daily Incident/ Request and server backup reports.
* Responsible for providing support to end users for Lotus notes mail issues, Oracle issues, Network, system configuration.
* Security Patches Deployment through SCCM.

**VOLUNTEER WORK:**

* Windows 7 deployment project completed for Dell ,India in 2013
* One month project deputation for new systems deployment in 2016 for State Bureau for Qatar, Doha**.**

**INTERESTS:**

* Traveling

**PERSONAL DETAILS:**

Nationality - Indian

Languages – Fluently read and write English, Punjabi, and Hindi.

Date of Birth- 15-12-1991