**Deepu**

[**Deepu.234075@2freemail.com**](mailto:Deepu.234075@2freemail.com)

**PERSONAL SUMMERY**

A **Microsoft Certified System Administrator** with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

**HIGHLIGHTS OF IT SKILLS**

IT Support Engineer, Microsoft Certified Professional offering 4 years of experience in a Microsoft environment and expertise in several flavors of Microsoft including Windows Server 2003, 2008,2008 R2,2012,2012 R2,Windows Client OS XP,7,8,Windows Exchange Server 2010, 2013.Knowledge in VMware, CISCO and Linux Products.

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| --- | --- | --- |
| LAN/WAN/AdministrationProject ManagementHandle Mixed Platform EnvironmentsProductivity Improvement | Systems Installation, Configuration & Upgrading  * Hyper-V, SCCM, VMware ,Citrix, VM Virtual Box | Server ConfigurationSystem AdministrationTraining & MentoringTechnical Support |

**PROFESSIONAL EXPERIENCE**  **Infocircles Technology Solutions (P) Ltd: - System Administrator,** Jan 2014 to Mar 2015  Duties: -

* Assistance with training of staff and compiling procedural documentation.
* Purchasing of IT Equipment and software in line within agreed budgets.
* Rectified many issues by instituting best practices in system analysis, backups, network operating center security, user account/permissions management.
* Listening to officers requirements and presenting appropriately to solve their issues.
* Assisting the network manager with support requests.
* Installation and maintenance of all systems within a client’s digital environment.
* Producing documentation on operational, system and user procedures & guidelines.
* Building, configuration and troubleshooting of server and desktop hardware.
* Providing advice on selection and purchase of IT equipment.
* Maintaining maximum availability of supported services for users.
* Obtaining quotes for supply of goods and services from suppliers.
* Monitoring the progress of third-party maintenance contract suppliers.
* Ensuring that support calls are logged and handled effectively and efficiently.
* Ensure adequate antivirus protection & solutions are maintained and updated. Identify and recommending improvements for E-mail applications & Web-page development.

**Indiaoptions Software Pvt.Ltd**:- **IT Support Engineer,** January 2011 to November 2013 Duties: -

* Supporting users and Providing Technical Training.
* Responsible for networking, design, installation and maintenance services
* Maintain the company’s network infrastructure.
* Working on Active Directory accounts, configuration of GPM.
* Configuration and testing of any new hardware and software.

**EDUCATION & TRAINING** Secondary School Leaving Certificate (10th) Higher Secondary School Leaving Certificate (12th)  B.com - (Indira Gandhi National Open University)

**CORPORATE CERTIFICATION** Microsoft Certification [Window **7**, Server **2008**, Server **2012**, Exchange **2010, 2013**] # Microsoft Certified Technology Specialist **(MCTS)** # Microsoft Certified Information Technology Professional **(MCITP)** # Microsoft Certified Solutions Associate **(MCSA)**

**PROFESSIONAL TRAINING COMPLETED** CCNA, CCNP, MCTS, MCITP, MCSE, MCSA, MCSA Exchange 2013, MCITP Exchange 2010, Virtualization Hyper-v, VMware, and RHCSA.