Curriculum Vitae

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CAREER'S OBJECTIVE:

To excel in the and utilize my knowledge, skills and veracity to become assts for the organization, seek a challenging career, work in a progressive environment; diversify experience, to make a valuable contribution and seeking a responsible opportunity in the field of Server & Networking profession.

QUALIFICATION

o MBA(IT) from Eiilm university Sikkim
o Msc(IT) From CJM University
o Graduation from B.Sc.(IT) from Punjab Technical University

Job Responsibilities

o Providing Support (L1 Level) for Domain Controller, ADC, Backup of File and Print Server, DHCP, File, Antivirus Server, Print Server etc.
o User ID Management (Creation, Modification, Delete Password rest).
o Working with Servers in Remote environment.
o Configuring Mobile mail for users.
o Troubleshooting network connectivity issues and setting up Wireless configurations.
o Support on Server 2003 Enterprise Edition, Windows 2000, XP, Vista & Windows 7.
o Have Experience in Trouble shooting Hardware related Issues with all the Latest Model of Hp Compaq, IBM & Other manufactures Desktop.
o Ensuring a virus free environment by doing periodically updates and scanning using Symantec Endpoint Protection & McAfee.
o Creating Backups, Data Recovery, Restoration, Ghosting, Imaging, in case of disk Crash or wherever necessary.
o Configuring and Handling Servers remotely ADC, File & Print Server, Anti-virus Server etc.
o Root cause analysis for Microsoft Windows XP-SP2, MS Office and MS Outlook etc.
o Up-gradation of software and hardware as per the user requirement.
o Handling Polycom video conferencing and DELL & NEC projectors.
o Handle the Call Login and daily updates and manage the all vendors.
o YouTube Uploading and publishing Client Handling.
o Project Handling of Sony Channel.

Professional Qualification

- o MCSA (Microsoft Certified system administrator)
- o Diploma in Hardware Networking from Jetking south-Ex. New Delhi.
- o Complete MCSE Course from TNS Institute of Information Technology South-Ex. New Delhi.
- o Knowledge in Exchange Server 2003 and Active Directory.
- o Six month Diploma in Certificates in Computer (CIC) from IGNOU.
- o Complete CCNA Course from Jodo Institute From Noida in 2012.

EXPERIENCE

1. **Company**: To The New (Noida).
   Duration: From 14-Feb2012 –Till
   Designation: System Administrator & Senior Executive – Publishing.
   - **Responsibilities:** YouTube Channel Management, Thumbnail Creation, YouTube Banner, Play list Creation, YouTube Video Tag, Title, Description, Annotation, Cards, also have knowledge about Tube Buddy Tools

➤ Knowledge about proxy
➤ Video's QC.
➤ Vendor Management.
➤ Project Handling (Sony Channel).
➤ Uploading and publishing on YouTube and Sony LIV.
➤ Manage Sony LIV site main page.
➤ YouTube Analytics
➤ Take data backup and server backup.
➤ Remotely troubleshooting through (Net Meeting, VNC, Remote desktop sharing & Remote Assistance, Team Viewer.)
➤ Diagnosing & rectifying any virus problems that can be fixed by the anti-virus tool.
➤ Troubleshooting & repairing hardware/software problems with desktop & laptop, computers, Personal Digital Assistants (PDAs), printers, digital scanners & other network equipment
➤ Network printer installation & configuration. Internet/Network configuration & troubleshooting.

2. **Company**: Tangerine Digital Entertainment Pvt. Ltd. (Noida).
   Duration: From 14-Feb2012 –Till
   Designation: System Administrator
   Responsibilities: Entrusted with the responsibility to configure and installation software, resolving Email & network Issues as well, PC Troubleshooting.

➤ Assisted end users with their computing needs by resolving trouble tickets & fulfilling employee requests for application & system support.
➤ Handle Antivirus server (Trend Micro, McAfee) and monitor the updates and virus issues.
➤ Vendor Management.
➤ Take data backup and server backup.
➤ Remotely troubleshooting through (Net Meeting, VNC, Remote desktop sharing & Remote Assistance, Team Viewer.)
➤ Diagnosing & rectifying any virus problems that can be fixed by the anti-virus tool.
➤ Troubleshooting & repairing hardware/software problems with desktop & laptop, computers, Personal Digital Assistants (PDAs), printers, digital scanners & other network equipment
➤ Network printer installation & configuration. Internet/Network configuration & troubleshooting.

3. **Company**: 3i-INFOTECH LTD.
   Client Site: - **Idea Cellular Limited. (New Delhi).**
   Duration: From 1-May2009 –Dec-2011
   Designation: Team Leader & Sr. Desktop Support Engineer
   Responsibilities: Software installation, resolving Email & network Issues as well, PC Troubleshooting.
➢ General User Administration, creating & managing user accounts, groups in Active Directory Windows 2003 Server. Configuration of MS Exchange clients, Microsoft Outlook, Outlook Express.
➢ Network printer installation & configuration. Internet/Network configuration & troubleshooting.
➢ Assisted end users with their computing needs by resolving trouble tickets & fulfilling employee requests for application & system support.
➢ Troubleshooting & repairing hardware/software problems with desktop & laptop, computers, Personal Digital Assistants (PDAs), printers, digital scanners & other network equipment
➢ Handle Antivirus server (Symantec end point protection) and monitor the updates and virus issues.
➢ Virus Control at the Desktops & Registering & updating the anti-virus tool on the server periodically.
➢ Diagnosing & rectifying any virus problems that can be fixed by the anti-virus tool.
➢ L1 support of voice system (Avaya).
➢ Handle Video Conferencing equipment.
➢ Installation, configuration & troubleshooting citrix & AT& T VPN client & Oracle 8i, 9i client etc...
➢ Remotely troubleshooting through (Net Meeting, VNC, Remote desktop sharing & Remote Assistance.)
➢ Vendor Management.
➢ Take data and server backup.
➢ Co-ordinate and submit the report to project manager of 3i-infotech.

3.

   Company: - Wipro InfoTech Ltd (Renovision Automation Private Limited).
   Client Site: **Idea Cellular Limited. (New Delhi).**
   Duration: From 6-March- 2007 –30-April-2009
   Designation: Desktop Engineer.
➢ **Responsibilities:** Installed & maintained Windows, Professional Servers & regularly upgraded them with antivirus & various up-gradations.
➢ Provide proper installation, integration & initial operation of the desktop environment to support the business units' needs.
➢ Successfully installed various desktop applications & troubleshoot various operating systems & printer problems.
➢ Experienced in working in various Microsoft products including MS Office, Outlook.
➢ Effectively solved various technical problems of different computer systems.

4.

   Company: Inca InfoTech
   Client Site: **Customer Support Engineer.**
   Duration: From 2006-Sep-2007
   Designation: Customer Engineer.
   Responsibilities: - Laptops, Desktops & other IT Instruments.

TECHNICAL SKILLS:

o Knowledge of Windows 98, XP, NT, Windows 2000, 2007, 2003 Server.

o Windows System Administration
o Anti-Virus Administration
o Domain Administration
o User Management & AD Management
o DHCP, DNS, FTP and Print Server etc.
o Team Management
o Networking Technologies
o Wired & wireless LAN.

WINDOW SERVER 2003

o IIS (Internet Information Service)
o Managing user, group, and computer & organization unit.
o Administering terminal service.
o Having a knowledge of networking in windows server 2003 [M.C.S.E]

NETWORKING INFRASTRUCTURE

o Implementing DHCP Service on Client.
o Installing & Managing DNS.
o Managing Remote Access Service (RAS & VPN)

ACTIVE DIRECTORY INFRASTRRUCTURE

o Installing & Configurations & Administering Active Directory
o Managing Operation Master Rolls Transferring Objects.
o Deploying Software.

PERSONAL DETAILS:

o FATHER'S NAME   : Sh. Pravash Chandra
o MARITAL STATUS   : Single
o DATE OF BIRTH   : 15th June 1983
o NATIANALITY   : Indian
o Passport No   : J5755089
o AREA OF INTERST   : Active Directory/ Exchange server

Date: **Signature**
Place: **(Amit Kumar)**