

POST – IT SUPPORT ENGINEER

REF NO – 0253

QUALIFICATION – B TECH + Diploma in computer Science & Engg/ CCNP/Cisco Certified Network Associate (CCNA: ID# CSC012007281) Cisco Certified Network Protocol (CCNP: ID# 220629950) Microsoft Certified System Administrator (MCSA + MCITP): ID # (SR3337688) Trained and Certified in ITIL CCTV SURVEILLANCE DIPLOMA

EXPERIENCES – 14 YEARS

JOB DESCRIPTION - Protocols/Networking :-TCP/IP, RIP, IGRP, EIGRP, OSPF, ISIS, BGP, Frame Relay, NAT, DMZ NAT Routers & Switches, SonicWALL, Wireless, Fiber Optic and Cat 5, 6 cabling.

HARDWARE: -Cisco Routers 1600, 1700, 2500, 2600, 2800 Cisco switch 1900, 2900, 3550, 3560, 4500, 6500 Server Hardware: HP Blade, IBM, and Dell. Personal Computers Hardware's, including Compaq, Dell, Acer, Lenovo and IBM PCs & Laptops. Operating Systems: Microsoft Windows Server 2000/2003/2008/2012 Exchange server 2003/2007/2010 Sql Server 2008 Share Point Server 2008 Workstations 2000/XP/Vista/7/8 Application: Microsoft 2003/2007/2010, Tally and Antivirus Server. Networking Managing the overall administration of LAN and WAN configuration & maintenance of Network devices. Troubleshooting networking problems to ensure minimum downtime & maximum availability of network. Terminations of UTP Cables IOS not working find solution from server room to the end user get it done. Configuration of Routers and Switches on protocols and resolving Network problems. Coordinate with vendors and Replacement of the Hardware Product if the products are not in use. Knowledge of IP Telephone systems Installation and configuration. Working Knowledge of Cisco VoIP phones not working connections problem need to resolve. Working Knowledge on firewalls Like Sonic wall and ForteGate. Configured Cisco Routers using, RIP, OSPF, EIGRP. Configured Cisco Switches VLAN, VLAN Trunk VTP, STP.

- Planning, installing, configuring, and management of Client server Datacenter, Racks, Internal & External Hardware and Software's various OS/application software, Antivirus, Database, as per organizational requirements & Clients Network systems for, Windows Server 2003/2008R2 2012, Exchange 2k3 and 2k7, 2010 and 2013 Familiarity on Linux
- Installing and Migration of server 2k3 machine 2k8, 2012, Exchange 2003/07/2010 servers.
- Managing Windows server Domain Active Directory services, & implementing security levels in domain Server and of.
- Installing, maintaining of various servers, disk quota management and hardware devices in networked environment.
- System capabilities, identify limitations, evaluate and recommend new hardware / software to meet business needs.
- Provide end-user support Create new user IDs and maintain Login access and Provide technical support.
- Ensuring system security patching using Windows Server Update Services on monthly basis.
- Microsoft Windows Workstations systems XP/vista/7.0.
- Installing Configuring and managing clustering services.

- Backup Strategy & ensuring scheduled / unscheduled backups.
- ✓ Working & coordinating with S/W & HW Vendors related issues and ensure that call get close within a limited time.
- Perform network audits and maintaining and upgrading system inventory.
- Knowledge and Experience on Installation and Configuration of VMware Esxi servers.
- Conducting weekly meetings with team to ensure & users to discuss the status for smooth work flow of the system.

Roles and Responsibilities:-

Responsible for design, implementation Management, troubleshoot Desktops, laptops, Microsoft Servers 2008 R2, 2012, Exchange Server Sql Server 2008 servers in a production environment and maintenance of network equipments, Routers/Switches other supporting software application maintenance of IT Data Center with minimum downtime.

Monitoring the Network with monitoring tools for data center devices using WhatsUpGold, SolarWinds.

Maintain an all-time document for Network Diagrams with relevant details efficiently handling of LAN/WAN Configured Cisco Routers(2500,3000,4000) OSPF,EIGRP,RIP

Configure Cisco Switches (1900, 2900, 3550, 3560) Vlan configuration according to requirement of company

Configure and implement Remote access solution: VPN

Working knowledge and exp on DNS, DHCP, WSUS IIS, File & print server Print jobs N/W level troubleshooting.

Management of Symantec Anti Virus server and effected Users issues and Updates patches.

Handling, Active Directory, creating user accounts, groups, OU & Group policy User Profiles, Creating Groups, Managing Domain Controller.

Analyze System, application & Security logs issues resolve in limited time.

Coordinating with vendor for application related issues and ensure that call get close within SLA

Updating all machines, servers with latest anti virus patch and WSUS on monthly basis.

Performed day-to-day administration functions, backup and restoration.

Perform maintain network audits and maintaining and upgrading system inventory.

Need to give technical training to internal users when they need.

Analyzed, isolated, resolved software and hardware defects, hardware failures upgrade.

Recently implemented VMware virtualization using VMware vSphere 5.5.

Experience in installation of ESXi 5.5 host and Vcenter server 5.1 using Single sign on.

Worked on with Multiple Vcenter servers in various data center using Linked mode. Good exposure in assigning VMware licenses and configured VMware features like VMware Knowledge on VMware HA, DRS, vMotion, P2V migration, Resource pooling, Cloning & Templates.

Goal oriented and ability to handle multiple tasks.

Maintaining a Microsoft Windows server 2008 Administration, Installed, Configured & Troubleshooting of Desktops, Laptops Lan and Wan and software applications.

Giving Technical support to Entire a US Army and Civilians in Entire FOB to almost 30 users.

Manage Active directory domain service & Domain creation and implementing security levels in domains.

Manage and troubleshoot of a network related problems VOIP Phones , TCP/IP, Cable problems etc.

Worked on Service Desk Incident and Problem tickets according to customer request get close the call in SLA.

Management of DHCP/File & Print servers N/W Printers and give access to users job ques print problems. Creating share drives for users for file Access When receive request (Network access form) from the users.Created setups for New Joiners and Visitors Renamed computers to convention and join machines to the domain.

Remapped user network drives, shares and printers.Outlook installation & problems not sending or receiving mails problems mailbox full PST file not working.

Installing of Operating Systems Windows XP & 7 and application as per the user requirement for new hires.MS Office 2007 or 2010 excel, word, power point ms outlook and Visio problems resolve issues for users.Installation of software's as the user's requirement for their use Recovery of lost Data when needed. Maintain an updated inventory/asset list of complete IT Network infrastructure

Managing troubleshoot of Router and Switches. Configured & Troubleshoot the WIFI connection for the Staff .I was in the team of 8 members to handle the IT Technicians and Users Technical issues.

PLACE – HYDERABAD

POST – IT SUPPORT ENGINEER- INSURANCE/ HEALTH/ BANK

REF NO – 0256

QUALIFICATION – MCA/ Oracle Certified Professional, Java SE 6 Programmer

EXPERIENCES – 5 YEARS

JOB DESCRIPTION - Good Implementation Knowledge in JSF, Struts2.0, Spring Frameworks.

Knowledge in XML (DTD, Schema, SAX, DOM, XSLT). Knowledge in Web Services.

Knowledge in **J2EE Design Patterns**. Hands on Experience in **Java, HTML, J2EE (JDBC, Servlet, JSP)**. Hands on Experience in **Struts, Hibernate**. Hands on Experience in **Tomcat, WebLogic**. Hands on Experience in **Oracle, MySQL, JSP, Struts, Hibernate, spring, EJB, WebLogic, Oracle**. Online- Banking System is an Internet Banking Application. It provides very useful features to the bank customers who have registered for Internet banking facility. It is a free registration facility provided by the bank. Once the customers register for Internet banking facility, they will be provided with a userid and a password to carry out the online transactions in a secure manner. Some of the main online Banking features includes changing the Internet Banking Password, checking the balance online, updating the customer contact information like address, phone number, email Online transfer of funds to other accounts of same bank or other bank.

Health sector, every hospital wants to provide better facilities and services and above all the information to the patients within minimal time. To make progress in this way, now most of the hospitals automated most of their day to day operation to get benefited. MC System is sophisticated Client server based software used for Hospital Management. It is used to automate broad range of operations. The project consists of different modules like: Patient Registration, Out Patient Management, In Patient Management, Operation theater management, Pharmacy Management, Billing Information System, Blood Bank Information System etc

PLACE- DELHI

POST – IT SUPPORT ENGINEER

REF NO – 0259

QUALIFICATION – Bachelor of Technology in Computer Science/Course of CCNA./ Course of MCITP: Server Administrator on Windows Server 2008

EXPERIENCES – 5 YEARS

JOB DESCRIPTION - Installing, Configuring and Troubleshooting of Networking Equipments: Routers and Switches. Sound knowledge of routing protocols - RIPv2, EIGRP and OSPF . Router basic Configuration and monitoring of Cisco 1600, 2500. Vlan configuration, Configured Cisco Routers (1600, 2500) using RIPv2, OSPF, EIGRP . Configure Cisco Switches (1900 and 2900) Installation and configuration of Windows 2003/2008 Server. Managing and monitoring Active directory like, creations of Users Accounts, Groups & Local Units. Installing, Configuring and Troubleshooting of Networking Equipments: Routers and Switches.

Configuration of Outlook Express, Windows Mail, Outlook of the following Versions such as Outlook 2007, 2010 Installing of Operations System Windows XP, Windows Vista, Windows 7 & Windows 8. Installing, Configuring and Troubleshooting Access to Resources. Configuring and Troubleshooting Hardware driver and Devices. Managing day to day computer support and networking problems. Troubleshooting all network problems with in the company. Troubleshooting network connectivity in a LAN/WAN environment. Handling of all Brand Hardware & Software related Issues of Desktops. Installing of applications like MS Office 2007, 2010, 2013 Adobe Products Photoshop, Installing of leading corporate Antivirus like MacAfee. Installing & configuring IP to Desktop, Laptops. Installing & configuring local Printers & Network Printers

PLACE- HYDERABAD

