ABHISHEK. BAJPAI

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Objective:

Energetic and experienced Technical Analyst with a background in providing top-tier technical assistance for hardware, software, and network environments. Skilled in setting up and configuring various devices and platforms to optimize operational efficiency. Proficient in Windows, Microsoft Azure, Active Directory and a range of technologies. Passionate about contributing technical expertise and enhancing end-user experience. Seeking an opportunity to apply knowledge and leadership skills to drive success in a dynamic organization.

Academic Profile:

- B.Tech ECE from Tirumala Engineering College affiliated with **JNTU Technological University Hyderabad** with an aggregate of **65.37.**

Areas of Expertise:

- Operating Systems: Windows (all versions), macOS
- Cloud: Microsoft Azure
- Microsoft Windows Server: Windows server administrations and configuration.
- Office 365
- Hardware: Desktops, laptops, printers, peripherals
- Virtualization: VMware, Hyper-V
- Active Directory: User and group management, GPO administration.
- Software Deployment: SCCM(MECM), JAMF
- Networking: TCP/IP, VPN, DNS, DHCP
- Scripting: PowerShell (Basic)
- Remote Tools: Logme-in and Remote Desktop Services
- Security: Antivirus, Encryption, Firewall configuration
- Ticketing Systems: Service-now and Remedy
- Mobile Device Management: Microsoft Intune
- Amazon Web Services (AWS) console
- Technical second-line analyst

Career Experience:

During the time period of the career gap, I took a sabbatical to care for my ailing parent. My parent was diagnosed with a serious illness and required round-the-clock care and attention. As their primary caregiver, I made the decision to put my career on hold in order to provide them with the support and assistance they needed during this difficult time.

Technical Analyst | 08/21-07/23 | Computacenter India Pvt Ltd

Roles and Responsibilities:

- Provide first and second-level technical assistance to end-users for hardware, software, and network-related issues, both in person and remotely.
- Assisted in the setup, configuration, and deployment of desktops, laptops, Chromebooks, and printers.
- Provided technical expertise, advice, and direction on software implementation projects.

- Service-now tool | Microsoft Azure | Aws | Windows | Mac | Citrix receiver | Active Directory (AD) | LogMein rescue | Microsoft Teams | VMware | Okta sso | Multi-Factor authentication.
- Perform troubleshooting, diagnosis, and resolution of desktop, laptop, Chromebook, and peripheral device problems, ensuring minimal downtime.
- Manage and maintain Active Directory accounts, group policies, and network permissions.
- Monitored and maintained the health of domain controllers, ensuring reliable operation and replication of AD data. Performed routine backups and successfully restored Active Directory data as needed.
- Conduct hardware and software installations, configurations, updates for Windows and macOS environments.
- Creating KB articles in Service-now.
- Collected feedback from end-users to understand the Application and improvements needed to enhance user experience.
- Managed complaints with calm, clear communication and problem-solving.

Subject Matter Expert | 10/19-06/21

- Provide Level 2 reactive technical assistance to clients including Laptops, desktops and iOS devices both in person and remotely.
- Microsoft Azure (portal)|Mac | Hyper-V | Active Directory | Intune | SCCM
- Manage and maintain Active Directory by creating, modifying, and deleting user accounts and manage user profiles, passwords, and permissions.
- Create and manage OUs to reflect the organizational structure and delegate administrative responsibilities.
- Create, configure, and manage GPOs to enforce security policies, user settings, and system configurations
- Develop and enforce desktop security protocols, including antivirus management and encryption measures.
- Assisting to senior and VIP level remotely.
- Create regular reports for management requirements.
- Assist in the planning and execution of technology upgrades and migration projects, ensuring minimal disruption to users.
- Collaborate with the IT team to troubleshoot complex network and server-related problems impacting end-user experience.
- Responded and resolved support tickets promptly, adhering to SLA agreements.

Desktop Support Engineer | 04/18-10/19 | IBM

Roles and Responsibilities:

- Provide Second-level support and SPOC of Windows 10 advice and solutions.
- Service-now tool | Cisco any-connect | Windows | Slack | IBM Lotus Notes.
- I am handling system-related issues like booting, network, OS, Virus, etc.
- Coordinate with different group owners to fix IT-related issues.
- Be flexible with the hours of work due to business needs and any escalations related to Windows 10 that may require our attention.
- Test software performance throughout the desktop network to ensure peak performance.
- Install computer hardware and software on desktops, laptops to keep versions current.
- Create regular reports for management requirements.

Project Work:

Title: **Deploying a Simple Web Application on Azure**

Description: Developed and deployed a basic web application on the Microsoft Azure cloud platform.

Technologies Used: Microsoft Azure, Virtual Machines, Networking, Storage, Windows Servers

Key Contributions:

- Created and configured a virtual machine (VM) on Azure to host the web application.
- Set up networking, including virtual networks, subnets, and network security groups (NSGs).
- Installed and configured a web server (IIS) on the VM to serve the web application.
- Created a storage account on Azure and uploaded the application files.
- Tested and verified the functionality of the deployed web application.

Outcome: Gained hands-on experience in deploying and managing applications on the Azure cloud platform, enhancing understanding of cloud infrastructure and services.

Extra Activities:

- I have completed a training program on electronic and pc hardware from NSIC for 5 months.
- Attended workshops and training sessions on Azure fundamentals and cloud computing concepts.
- Completed online courses and tutorials to enhance knowledge of Azure services.
- Completed online courses and tutorials to enhance knowledge of Windows Server and gain hands-on experience.

Personal Details:

Name	: Abhishek Bajpai
Date of Birth	: 30-12-1990
Hobbies	: Capturing moments, Feeling the music
Languages known	: English, Hindi
Address	: Hyderabad

Declaration:

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

Date:

Place: