

# PRAVEEN KUMAR

Tel.: 818 620 0042 ; Email: [praveenudp@gmail.com](mailto:praveenudp@gmail.com)

---

**Seeking assignments in Project Management, Software Marketing, Salesforce Administrator, Network Management, Technical Support with a growth oriented organization in the IT sector.**

---

## PROFESSIONAL SYNOPSIS

- ✓ IT professional with around 10 Years of experience in **Project Management, Application Support, Networking, System Administration, Facility Management, Technical Support**; well conversant with **LAN & WAN Management**.
- ✓ Skills in managing installation and configuration of software and hardware, server administration involving installation, configuration & maintenance, and disaster recovery management.
- ✓ Proficient in setting up & managing Wide Area / Local Area Networks & Networking Devices Administration.
- ✓ Adept at mapping client's requirements, custom designing solutions & troubleshooting for complex information systems management.
- ✓ Excellent communication and interpersonal skills with proven abilities in resolving complex networking, hardware and software related issues.

---

## PROFESSIONAL CERTIFICATIONS

- ↳ Salesforce Administrator.(March 2019)
- ↳ Cloud Computing Foundation Certificate (EXIN),

---

## PROFICIENCY FORTE

### ↳ Installation and Administration

- ⇒ Window 2000 Server
- ⇒ Windows 2003 Installation, Active directory policy and group policies.
- ⇒ Basic/ Dynamic disk (simple, spanned volumes), Raid1, Raid5

### ↳ Installation and Configuring

- ⇒ DHCP Server, Client Setting Reservations, Terminal Services, Remote Control of Clients, Microsoft Proxy Server, Local Printers, Network Printers.
- ⇒ Troubleshooting of all printers.

### ↳ Implementation and Maintenance

- ⇒ Microsoft Exchange Server 5.5 on Windows NT for 50 users.
- ⇒ Microsoft patch installation using third party utility.
- ⇒ Maintenance of Citrix Metaframe Server 4.0 including User maintenance, Application installation and publishing, troubleshooting access issues and Citrix Server maintenance.
- ⇒ Veritas Backup solutions on Windows platforms and taking the backup of Servers, Databases and Mail Servers.
- ⇒ Internet Content Filtering and Access Control Software.
- ⇒ Windows 2000 servers, Advanced servers as Domain Controllers and implementation of Users, Groups, Active Directory Services, Terminal services etc.
- ⇒ Windows NT servers as PDC and implementation of Users, Groups etc., Maintaining Windows 98 desktops and Microsoft Office Products.
- ⇒ Citrix ICA Clients
- ⇒ Enterprise Antivirus Solutions for Windows and Mac platforms and protecting Servers, Desktops, Gateways and Mail servers from Viruses.
- ⇒ Utilities like PcAnywhere, Symantec Ghost etc., for remote control and software cloning.
- ↳ Developing Disaster Recovery for Window based servers and restoring at the time of disasters. and conducting maintenance activities for system backup and data backup & restoring of backups.
- ↳ Handling Pre Sales and Post Sales activities for all the above products and conducting Technical Training for the Customers.

---

## CAREER HIGHLIGHTS

<b>April 09- June 2015</b>	<b>IBM India Pvt Ltd</b>	<b>Associate Project Manager</b>
<b>Sep'06- April 09</b>	<b>MphasiS-an EDS Company</b>	<b>Senior Software Engineer</b>
<b>Sep'04- Aug'06</b>	<b>Lowe Lintas</b>	<b>System Executive</b>

## KEY RESPONSIBILITY AREAS

### Application Support

MphasiS - a global IT and BPO service provider to G2000 companies around the globe, assists its clients in innovating and streamlining their business processes by offering custom solutions for technology and operations outsourcing.

- ⇒ Implementing and raising the change request for the smooth running of IT Operations / Infrastructure.
- ⇒ Production Support for IT Infrastructure Services of the Client
- ⇒ Maintaining updated documentation for software configurations, and also for proposed future installations & modifications to the current environment.
- ⇒ Interacting with various US based customers regarding the problematic ticket resolution.

### Project Planning & Execution

- ⇒ Planning & scheduling pre-sales, project co-ordination activities to ensure completion of the project within the time & budgetary parameters & for optimising resource utilisation.
- ⇒ Preparing technical specifications for reviewing progress of the project.
- ⇒ Identifying, developing & negotiating with vendors for timely procurement of systems & equipments in technical adherence to project requirements.

### Network Management

- ⇒ Managing the overall administration of LAN & WAN system involving design of network layouts, configuration and maintenance of application servers and databases.
- ⇒ Commissioning the Routers and Switches / computer hardware Devices and Software. Ensuring the maximum uptime.
- ⇒ Installing and maintaining network and data communication hardware and software environment.

### System Administration

- ⇒ Installing, configuring & maintaining Citrix Metaframe Servers.
- ⇒ Installing, configuring & maintaining Operating Systems, Application Software, Anti-Viruses & Hardware.
- ⇒ Configuring and maintaining personal web server, squid server and mail server.
- ⇒ Managing disk space, user profile creation and user rights management.

### Technical Support

- ⇒ Addressing queries regarding the Information System / Software & extending onsite support to the clients including maintenance of hardware / software.
- ⇒ Extending high-end technical support on Windows Servers.
- ⇒ Maintaining updated documentation for current hardware and software configurations, and also for proposed future installations & modifications to the current environment.

---

## ACADEMIC CREDENTIALS

**B.TECH** (Bachelor of Technology in Electronics & Communication) 2004

---