**JIGNESH M PARMAR**

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**PROFILE**

Having exposure across IT sector of 9 years & currently spearheading as System Administrator with Team Computers PVT LTD. Proficient in resolving issue regarding Desktops, laptops & Servers and Securing computers with Professional competencies in performing Installation, Upgrade, Configuration, and support of Hardware, Software, Peripherals and Network Devices in Windows environment.

**PROFESSIONAL EXPERIENCE:-**

**Company Name: Team Computers PVT LTD**

**Site: PI Industries PVT LTD.  
Duration : Jan 2017 to till date.  
Designation: System Administrator.**

**Roles and responsibility.**

🡪Responsible for managing LAN/WAN installation and arrangement for Network PCs performing connectivity, hardware and software trouble shooting.

🡪First Level Troubleshooting in Array Network Load Balancer and Aruba Controller.

🡪Installation & Maintenance Desktop & Laptop in Workgroup and Domain Model.

🡪Handle VIP and Management User’s Call’s.

🡪Coordinate with IT Helpdesk team and NOC as per requirement.

🡪 Handling IT Asset Stock & Maintaining IT Inventory Records.

🡪Coordinate with IT Vendors for New Project requirement or Technical support.

🡪Ensuring the anti-virus software is installed, properly configured, regularly updated and working properly on all PC and Laptop.

🡪Implementing, Managing, Monitoring, and Troubleshooting Hardware Devices and drivers.

🡪Installing & Maintenance of Laser Jet Printer, Network printer.

**Designation: L2 Desktop Support Engineer.**

**Company Name: - Future Focus InfoTech Pvt Ltd & Net connect Pvt.Ltd.**

**Site: Lupin Limited Dabhasa, India.  
Duration: Aug 2014 to Jan 2017.**

\*Handling the Desktop PCs related Problems of all Users.

\*Manage & Handle Service Requests like Software Installations, Desktop PCs & other Peripherals Setup & Upgrades, etc.

\*Perform quality work on all service requests/incidents raised in systems.

\*Provide investigation, diagnosis, resolution and recovery for hardware/software problems.

\*Monitoring and periodically update the Antivirus in all system.

\*Troubleshooting of Instrumental software’s etc.

\*Support the following technologies: Microsoft Office 2010 Products – Outlook, Word, Excel.

**Company Name: - Elegant Network Pvt.Ltd.**

**Site: Serco BPO Pvt.Ltd.  
Duration: Feb 2013 to Feb 2014  
Designation: Desktop Support Engineer**.

\*Installation and configure Desktop and laptop.

\*Configure Network Printer and USB Printer.

\*Monitoring of Network and Server on Whatsup Gold.

\*Vendor management.

\* Escalate issue to NOC Team and Follow-up them.

\*Daily check list of of Application and server uptime or downtime.

**Done Freelance Work of Desktop and laptop Repair for 2.3 Years.**

**Technology skills**

**Global Certification: VCP-DCV 6.5.**

Operating system: window server 2012/2016, RHEL7/8, CentOS, Ubuntu.

Cloud: - AWS, Azure.

Virtualization: - VMWARE, Docker.

Window server Management: - ADDS, ADC, DHCP, File server.

**Window server:-**

Installing Window Server operating System.

Installing Active Directory.

Creating Domain User Account, Password policy, Lockout policy.

Installing and configure FSRM, ADC, DHCP, DNS, IIS WDS services on Window server.

Configure Group Policy.

**Linux: -**

🡪Installation and configure RHEL7/8.

🡪Creating User and Manage.

🡪Creating/remove file or Directory in Linux machine.

🡪OS monitoring.

🡪Installation and configure Apache webserver, Nginx, Yum, Standard, Extended/partition and LVM creation.

**AWS: -**

**🡪**Creating EC2 Instance Window and Linux Machine and configure IIS and Apach webserver.

🡪Creating VPC, Subnet, Internet gateway, routing table and configure elastic IP for EC2 instance.

🡪Creating S3 bucket, Load Balancer, Routetable.

🡪Configure IAM user configure policy on user and group.

🡪Monitor EC2 instance with Cloud Watch tool**.**

**Azure: -**

🡪Creating User on Azure Active Directory.

🡪Creating Virtual Machine (Linux and Window).

🡪Creating and configure Virtual network,NSG,Azure Firewall and Azure DNS.

🡪Configure Azure Scale set.

**EDUCATION.: -**

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| **Name of Exam.** | **Board/University** | **Year of passing** |
| SSC | GSEB. | March 2003 |
| HSC | GHSEB. | March 2005 |
| B.C.A | S. P. University. | April 2010 |

**Declaration: -**

I hereby declare that all the data and information given above is true.

(JIGNESH M PARMAR)