MILIND JONEWAL

B.Tech(COMPUTER SCIENCE & ENGINEERING)

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CAREER OBJECTIVE

To pursue a challenging career and be a part of progressive organization that gives a scope to enhance my knowledge and utilizing my skills towards the growth of the organization.

EDUCATION

B.Tech(COMPUTER SCIENCE & ENGINEERING)   2020

Himalayan University

Percentage – 65

Intermediate   2016

GBSSS – RK Puram, New Delhi

Percentage – 64

Matriculation   2014

GBSSS – Sangam Vihar, New Delhi

CGPA - 6.8

TECHNICAL SKILLS

`Azure Administrator Associate` `Azure Virtual Machines (VMs)` `Azure Networking` `Azure Storage`

`Azure Backup & Recovery` `Azure Monitor & Log Analytics` `Azure Troubleshooting`

EXPERIENCE

Working as a Support Analyst in Infinite Computer Solution Pvt Ltd, from 29ᵗʰ November 2023

ROLES AND RESPONSIBILITIES:

- Monitoring the tickets and handling the tickets as per policy.—Incident and Service Request.
- Responsible for managing the IT infrastructure on Cloud viz- Azure and supporting the deployment and incidents/ technical issues for the company.
- Handling the customer for any issues related to Azure infrastructure.
- Configuring and managing Azure virtual machines- Windows.
- Re-sizing VMs and Disk Expansion in Windows and Linux VMs through Azure Portal.
- Working with VM Scale set and Availability sets and Availability zones.
- Implementing Azure Site Recovery to achieve Business continuity during disaster time.
- Designed Network Security Groups (NSGs) to control inbound and outbound access to network interfaces (NICs), VMs and subnet Firewall.
- Create and Manage Custom Roles using Role-Based Access Control (RBAC)/IAM.

- Implementation of Azure Backup using Azure IAAS VM Backup.
- Restoration of VM's to last restoration point in case of crash.
- Experience on taking on premise VM backup using MARS agent.
- Configuring and manage virtual networks, subnets, configure static public and private IP address.
- Hands-on-experience on Load balancer, App Gateway, Traffic Manager.
- Knowledge on Site to Site and Point to Site VPN Connectivity.
- Experience on Azure storage accounts
- Good knowledge on Azure Storage Replication – LRS, ZRS, GRS, RA-GRS.
- Integrated Azure Log Analytics with Azure VMs for monitoring the log files, store them and track metrics.
- Configuring event & Performance alerts through azure.
- Troubleshooting Day to Day Problems and on Call Support 24x7.

I worked as a Technical Support Engineer in ZKteco Biometric India Pvt Ltd, from 19th June 2023 To 29th November 2023.

- OKTA Admin: Manage user accounts, groups, and access permissions. Integrate and configure SSO and MFA applications. Enforce security policies for application access.
- Configured DNS, DHCP, LAN, and WAN connectivity to integrate biometric devices with main systems, enabling secure data access across networks.
- Provided technical support for biometric systems, including fingerprint, facial recognition, and iris scanning devices.
- Assisted clients in the installation, configuration, and integration of biometric hardware and software solutions.
- Troubleshooted and resolved issues related to biometric data capture, processing, and verification.
- Provided training and support to end-users on the use of biometric systems and software.
- Supported the integration of biometric systems with access control and identity management solutions.
- Visited client sites to troubleshoot and repair biometric systems, access controls, and security equipment, efficiently diagnosing and replacing faulty hardware.
- Troubleshot and resolved issues where firewall settings blocked biometric data transfer to systems, identifying root causes and ensuring seamless data flow.
- Managed private and public IP configurations to enable access to biometric data through biometric software.
- Provided support for Office 365 applications, including handling credential issues, error resolution, and license management. Performed basic troubleshooting steps to address application problems and ensure smooth operation.
- MAC Troubleshoot and resolve problems related to Mac computers and applications.

I worked as a IT Technical Support & Network Engineer in FFT MEDIA PRIVATE LIMITED, from 1st June 2022 To 15th June 2023.

- Provided technical support to end-users via phone, email, and in-person, resolving software, hardware, and network issues.
- Provided remote support for global teams, using remote desktop tools to resolve issues efficiently.
- Diagnosed and troubleshooted system errors, application issues, and network connectivity problems.
- Managed installation, configuration, and maintenance of operating systems, applications, and hardware peripherals.
- Assisted with onboarding new employees by setting up user accounts, permissions, and workstations.
- Performed regular system updates, backups, and routine maintenance to ensure optimal performance and security.
- Implemented and maintained antivirus, anti-malware, and security software to protect against threats.

COURSES

Azure Fundamentals 900   **2024**
Microsoft Certified

Azure Administrator Associate 104   **2024**
Microsoft Certified

Data Analytics With Python   **2022**
Madrid Software Training Solutions

Software & Hardware Installation   **2019**
DAIIT

CO-CURRICULAR ACTIVITY

- ❖ Participated in college sports in the cricket league and did the best effort to made my team won that league

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HOBBIES

- ❖ Exploring Internet
- ❖ Making Video On YouTube
- ❖ Content Writing
- ❖ Videos & Photography Editing

PERSONLAL DETAILS

Date Of Birth   -   19 March 1998
Nationality   -   Indian
Marital Status   -   Unmarried
Gender   -   Male
Language   -   Hindi, English

DECLARATION

I declare that all the furnished information above is free from any kind of mistakes to the best of my knowledge and belief.