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**System Engineer:**

As an Experienced System Engineer with a strong background in managing Windows Servers and Desktop environments, proficient in deployment, Active Directory, Group Policies, Endpoint management, data backups & recovery, and timely issue resolution. Adept at providing desktop-level support for seamless IT operations. Additionally, I specialize in Azure administration tasks, including managing Azure services, Virtual Machines, and networking, ensuring effective cloud operations.

**Certificates:**

* Azure administrator associate (az-104) by Microsoft.

**Experience:**

**JNET Technologies Pvt Ltd**.

Period: 2018 to April 2024.

**Responsibilities:**

* **Server Administration**: Administer physical and virtual Windows servers, ensuring optimal performance, security, and user satisfaction.
* **Server Management**: Design, implement, and maintain servers and systems to ensure optimal performance, reliability, and scalability.
* **Active Directory & Group Policy**: Manage user accounts, permissions, and system configurations using Active Directory and Group Policy for secure, streamlined operations.
* **DNS & DHCP**: Optimize connectivity and resource allocation by managing DNS and DHCP services effectively.
* **IIS & FTP Management**: Administer and configure IIS and FTP services to support secure and reliable web and file transfer operations.
* **Shared Folder Permissions**: Configure and manage shared folder permissions to ensure secure and appropriate access to network resources.
* **Backup & Recovery Management**: Develop and implement comprehensive backup and recovery strategies to safeguard critical data and ensure rapid restoration in case of system failures or data loss.
* **System Upgrades**: Collaborate with manager to plan and execute system and server upgrades, ensuring up-to-date and efficient operations.
* **Capacity Planning**: Monitor system performance and plan for future capacity needs to ensure optimal resource management.
* **VMware ESXi**: Install and configure VMware, allocating virtual machines to users for seamless virtualization.
* **SQL Database Management**: Perform regular backups and recovery of SQL databases to ensure data integrity and availability.
* **Microsoft 365 Management**: Configure and manage user settings, within Microsoft 365 for efficient cloud collaboration.
* **Issue Resolution**: Troubleshoot and resolve server and system errors to maintain smooth IT operations.
* **Log Analysis**: Analyze system logs and investigate reported issues to ensure continuous and reliable operations.
* **Azure User Management**: Ensure the reliability of Azure user accounts and services by managing profiles and subscriptions for a secure cloud environment.
* **Azure Entra ID (Azure Active Directory)**: Manage Azure AD for secure identity and access management, integrating seamlessly with applications.
* **Azure Configuration**: Configure Azure services to align with organizational requirements, ensuring seamless cloud operations.
* **Firewall & Network Management**: Manage basics in Sophos XGS2300 Firewall and network switches to ensure secure and efficient data flow.
* **Endpoint Security**: Oversee and maintain Sophos Endpoint Intercept X for robust protection against cyber threats.
* **Security Policies**: Establish and enforce security policies within Sophos Central for effective threat management.
* **Technical Support**: Provide expert technical support to staff and back-end system users, resolving issues promptly.
* **Desktop Support**: Resolve desktop-related issues, ensuring smooth operation and user support.
* **Desktop & Laptop Management**: Maintain and optimize user desktops and laptops, ensuring a high level of functionality and satisfaction.
* **Software Maintenance**: Organize and execute software upgrades and patches across servers, workstations, and network hardware.
* **Software Installation**: Install and configure software applications on computer systems for optimal performance.
* **Documentation Management**: Maintain organized records of all IT-related information and documentation to support efficient operations.

**e-Pay Solutions India Pvt Ltd.**

Period: 2017 to 2018.

**Responsibilities:**

* Effectively oversaw and administered Active Directory for streamlined network operations and user management.
* Installing or upgrading Windows systems and servers.
* Monitored Server and desktops.
* Comprehensive assistance and troubleshooting for all desktop-related issues and user support.
* Installing and setting up software applications on computer systems.
* Maintained track of licenses and users list sheet.

**Technical Skills:**

* Strong knowledge of Windows Server Operating Systems and Windows Desktop Operating Systems, with extensive experience in managing and optimizing these environments.
* I have strong knowledge of Desktop Support, adept at resolving user issues and ensuring seamless IT operations.
* I am well-versed in Endpoint Security, with strong knowledge of Sophos Intercept X Endpoint for securing endpoints and managing security incidents.
* Strong knowledge as an Azure Administrator, including expertise in Microsoft Azure services and features such as Azure Virtual Machines, Azure Networking, Etc…
* Basics in creating and modifying ARM templates and PowerShell scripts for AZURE using VS code.
* Intermediate knowledge of Microsoft 365, Azure Entra ID (formerly Azure AD), Linux, and virtualization technologies, including VMware vSphere & ESXi, and Hyper-V.
* Intermediate knowledge of firewall configuration and rules creation, as well as intermediate knowledge of network infrastructure.
* Willingness to learn and adapt to new technologies and procedures in a fast-paced environment.
* Intermediate knowledge of Azure DevOps.

**Education:**

Diploma in ECE

-TKR College of engineering & technology.

SSC

-Little Rose Convent High School.

Thank You.