IT SUPPORT OFFICER

Executive Profile

Seeking assignments in Hardware Network Servers Technical Support with an organization to deliver results by leveraging strong exposure in IT Operations. Cisco certified Network Associates with nearly 6 year & 3 months of experience in Site & Networking Operations, Installation, Configuration, Technical Support/Troubleshooting, Incident Management as well as Client Servicing. Server 2k3, 2k8 & Ubuntu server configuration, Network Configuration, implementation of DHCP Server, File server, DNS server and Network Monitoring tools. An effective communicator with excellent skills in building relationships Possess, strong analytical, problem solving and organizational abilities. Assembling and disassembling PC, motherboard, hard disk drives, and working with local and network printer, configure cable UTP,STP, coaxial Key Highlights Manage the data server and data security. Successfully performed configuration of NAS Server, AD Server, Child Domain, Cisco Router, Firewalls, Network Printers, Provided expertise in installation and management of IT infrastructure for Cisco routers, switches, Servers and Thin client, Systems, Network Cables, Network Printers,Softwares etc. Delivered a successful up gradation of Enterprise Domain server from windows 2003 to 2008. Received appreciation from Client's Top Management for providing value addition to the project by automating certain tasks and saving time and resources.

Skill Highlights

- Configuration and managing VMware workstation server and creating virtual systems.
- Windows XP, Vista, Windows7 and Windows 8
- Working in Microsoft office 2003 and 2007.
- Working in Kingsoft Office, Libre Office
- Working in thunderbird mail, outlook mail PME mail.
- Local and external network monitoring.
- Computer Hardware Assembling, Dissembling, configuration and maintenance of computers and Troubleshooting of PC and printer's problem.
- Other Software Knowledge of ERP, Time desk , CCTV, PPC, Tally. ESS and CHS etc.

Professional Experience

IT Support Officer
March 2011 to August 2015 Company Name
System Administrator
April 2010 to January 2011 Company Name
Lab Technician Technical Support
April 2009 to March 2010 Company Name

- Comprehensive knowledge of CISCO networking technologies and Protocols.
- Handling the network infrastructure LAN/WAN, migration & configuration of network Devices (Routers, Switches, Firewalls etc.).
- Skilled in planning and implementing LAN/WAN solutions.
- Configuring Routing protocols (RIP, EIGRP.
- OSPF, Static and Default Route) Assisting in the design & implementation of the network and troubleshooting.
- Troubleshooting Extending high-end technical support on various Servers and ensuring high customer satisfaction levels through prompt redressal of their problems.
- Configuring and troubleshooting IP Phones, Network Printers and Virtual Interface (VMWare) related issues.
- Assigning user nodes to various devices installed and networked, handle allocation and protection of user rights, as per company's policies.
- Configuration and Maintaining LAN installing Active Directory, DNS, DHCP, FTP, TELNET,User profile, Remote Connectivity, Assigning IP Address, Managing Local and Domain User's Account, and sharing Permission, Terminal Services, Trusting, Software Deployment etc.
- Configure windows server 2003 and 2008 with Active Directory ,Terminal Server Group Policy and manage Data server with security.
- SAP Basis Client GUI installation.

- SAP Online Support System Backup and Recovery DR to HADR Data synchronization Monitoring.
- User management Transaction Lock/Unlock User Authorization and Users Role Windows Servers Microsoft active directory services, Server 2003-2008, Configure Domain security policies, Local security policies Configure and manage File server and Share Folders.
- Design: DNS and DHCP servers in 2003-2008 Server.
- Configure and Manage Users profiles.
- share folders and implementing group polices.
- Configuration Microsoft Terminal services, RDP, and other remote access tools.

Education

B.A EIILM University - City

Higher Secondary passed From M.P. Board Bhopal. High School passed From M.P. Board Bhopal. Professional Certifications MCP Microsoft Certified Professional fist paper clear of administering Windows Server 2012 in June 2013. (ID No. 10171726) CCNA - Cisco Certified Network Associates in Dec. 2009. (ID No. 11716258) JCHNP- Jetking Certified Hardware Networking Professional from jetking infotrain limited ,A.B. Road Indore

M.P : 2010

Professional Affiliations

National Council For Vocational Training from Neocorp International Ltd Pithampur in Nov - 2013. Major Attainments Accredited with Best Cricketer Award from Neocorp Internation LTD Inter Tournament in Indore (2014). Personal Vitae Father's name : Mr. Govind Singh Lodhi Date of birth : 1st Jan 1988.

Personal Information

Marital status : Married. Hobbies : Playing Cricket Permanent Address : Village:- Jhinna , Post:- Abhana , Disit:- Damoh , (M.P.) Pin Code :- 470662 Declaration I here by declare that whatever information I have given above is correct according to the best of my knowledge.

Languages

English, Hindi.

Skills

Active Directory, Backup, CCNA, CISCO, Cisco Certified, Computer Hardware, Hardware, Client, customer satisfaction, Dec, DHCP, DNS, EIGRP, English, ERP, Firewalls, FTP, GUI, Hindi, IP, LAN, Managing, access, Microsoft Certified Professional, MCP, mail, Microsoft office, Office, outlook, Windows 8, Windows, Windows7, Windows XP, migration, ESS, Network Associates, Network Printers, network and troubleshooting, network, Networking, OSPF, policies, printer, Protocols, RIP, Routers, Routing, SAP, SAP Basis, Servers, Switches, technical support, Phones, TELNET, Terminal Server, Troubleshooting, Vista, WAN, Windows Server

Additional Information

- Marital status : Married. Hobbies : Playing Cricket Permanent Address : Village:- Jhinna , Post:- Abhana , Disit:- Damoh , (M.P.) Pin Code :- 470662 Declaration I here by declare that whatever information I have given above is correct according to the best of my knowledge.