

## RESUME

**Akshay Shetye**

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### **Contact**

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### **WINDOWS /Linux SYSTEM ADMINISTRATOR**

### **CAREER OBJECTIVE**

Aiming for challenging career opportunities in windows administration with an organization of high repute. I intend to nurture progressive relationship with a fast emerging and leading firm and a career with full of challenges in related field.

### **PROFESSIONAL QUALIFICATION**

DIPLOMA IN HARDWARE & NETWORKING FROM JETKING INFOTRAIN

CCNA Course

SQL

XML

RHCA

### **JOB SUMMARY**

To act as a helpdesk responder remotely addressing various end-user network support requests coming into our office from client sites by working as an integrated member of J M Baxi group & Co. Remote Support Services Group. To perform all of the above while adhering to the FPA Core Values.

### **TECHNICAL SKILLS**

Operating Systems : Win XP/7/8/8.1/, Linux/6/6.1/7/8.4.1,windows server 08/12.

Server Administrator Skills : Experience with Windows Sever 2008, 2012,

### **TECHNOLOGY SUMMARY**

Hardware: Cisco switches and routers, Windows Servers, Dell or HP Servers/workstations, HP Thin Clients, Apple hardware.

Software: Windows/Linux OS, MAC OS, Microsoft AD, IIS DNS, HTTP, IMAP/POP3, SMTP, LDAP, DHCP, NAT,

Core Competencies,

Problem solving: Analytical and decision making skills. Team worker: Ability to guide and work with others.

## **WORK EXPERIENCE**

### **1) CMS IT Services. On Payroll Of Caliber Infosolution Client Location- J M baxi & Co. (From March 2017 to april 2018) Sr . Desktop Engineer & Remote Support**

- ☐ Perform the tasks of identifying the type of issues and assign the same to the engineering staff if the issue is beyond the scope of technical support
- ☐ Handle responsibilities of providing first-line technical support to customers in using the applications
- ☐ Responsible for coordinating with customer service representatives regarding status of issues
- ☐ Perform the tasks of documenting process documents for training and compliance
- ☐ Responsible for testing of software tools and equipment
- ☐ Handle the tasks of ensuring that the quality and cost effective production meet the standard guidelines
- ☐ Perform troubleshooting and debugging of software to solve system issues
- ☐ Troubleshoot client issues and escalated tickets if needed or placed a service call if the matter was identified as a hardware concern; followed-up with clients to ensure satisfaction with action taken.
- ☐ Managed documented work logs on average of 35-40 a day, followed up for resolution of solution offered at point of incoming call. Escalate call to the Technology team if 1st level solution did not resolve issue.
- ☐ Meet CSMS target of 75% logs closed within 5 days of the initial opened call. On an average, 25% of open logs were closed within the first 2 days.

Sr No	Project Handle	
1	JMBDatabox\Cloud storage	Since 6 months

#### **Project Description:**

- ☐ Handling & maintaining users on cloud storage
- ☐ Shifted all users to file server to cloud storage
- ☐ Troubleshooting and solving issues of JMBDatabox
- ☐ Handling Second level troubleshooting

**2):- Hinduja healthcare as a System Administrator ( On payroll of Lrs pvt.limited 1may 2018 to Dec 2018 then move to pace iit (contract Basis) to sep 2019**

- ☐ Maintaining and Troubleshooting Users on Windows Server 2008.
- ☐ Creating and maintaining user account in windows 2008r2 server Event manage access rights & folder permission
- ☐ Managing and maintaining domain users account, password reset.
- ☐ Maintaining and Users policy in Escan Security and Antivirus.
- ☐ Maintaining Weekly Security Policy Boot Password, cd\dvd\USB Access, Remote Access,
  - ☐ Control Panel, Internet Access, Command Prompt, Run Command, Logon Policy Banner, Printer Access.- Manage Domain environment for two sites through remote support (Team Viewer, VNC) Manage shared folder and devices through permission
- ☐ -Mail Clients configuration backup & Troubleshooting (MS Outlook, Outlook Express)
- ☐ -Data Backup of all users,
- ☐ -Local and Network Printer configuration, troubleshooting.
- ☐ -Internet & LAN configuration, troubleshooting
- ☐ -Software troubleshooting update and patch installation
- ☐ -Manage Antivirus (Escan)
- ☐ -solved Issues H/W, S/W and accessories to users.
- ☐ -Inventory management.
- ☐ -Data Cards configuration and troubleshooting.

Biometric configuration adding users and deleting maintaining daily attendance report.

CCTV backup checking and maintaining storage.

**3):-System Engineer At GNC Healthcare Pvt LTD (Jan 2021 to Dec 2021)**

- ☐ Install and configure software and hardware.
- ☐ Manage network servers and technology tools.
- ☐ Set up accounts and workstations.
- ☐ Monitor performance and maintain systems according to requirements.
- ☐ Troubleshoot issues and outages.
- ☐ Internet & LAN configuration, troubleshooting
- ☐ Manage shared folder and devices through permission
- ☐ L1 support for Application (MIS and CSMS)
- ☐ Outlook /office 365/lotus notes configuration and troubleshooting.
- ☐ AD 1 support(User creation ,OU movement etc)
- ☐ Call Logs in ticketing tools
- ☐ Vendor coordination
- ☐ Mount /Unmounts servers in the server Rack
- ☐ Inventory management.

**4)-Server engineer at Kalyx Infotech Pvt Ltd (Jan 2021 to current):-**

- ☐ Install and configure software and hardware.
- ☐ Manage Server
- ☐ Set up accounts and workstations.
- ☐ Monitor performance and maintain systems according to requirements.
- ☐ Troubleshoot issues for End User.
- ☐ Internet & LAN configuration, troubleshooting
- ☐ Manage shared folder and devices through permission
- ☐ Outlook /office 365/lotus notes configuration and troubleshooting.

- ☐ AD 1 support(User creation ,OU movement etc)
- ☐ Call Logs in ticketing tools
- ☐ Laptop Image creation and Restore
- ☐ Mount /Unmounts servers in the server Rack
- ☐ Inventory management.
- ☐ Linux server installation
- ☐ User Management in RHEL 8.4
- ☐ Package management in RHEL 8.4
- ☐ Process management in RHEL 8.4
- ☐ VM Creation
- ☐ Basic shell scripting and task schedule.

### **ACADEMIC QUALIFICATIONS**

Qualification	Institute / College	University	Year of Passing
BSC (cs)	MUMBAI University	MUMBAI University	2020
HSC	J B Science College	Mumbai university	2015
SSC	New English High School	Mumbai university	2013

### **PERSONAL DETAILS:**

Name: AKSHAY SHETYE

D.O.B: 16-Nov-1997

Marital Status: Single

Nationality: Indian

Languages known: English, Hindi, Marathi

Declaration: I hereby declare that the above stated information is true to the best of my knowledge.

Akshay shetye