

JANAK BHATT

PROFESSIONAL SUMMARY

System Administrator With 12+ years of professional experience, I bring expertise in **Windows system administration, IT Infrastructure management, End user support, Linux, AWS & Microsoft Azure**. Proven expertise in deploying, configuring, and troubleshooting a wide range of systems, networks, and software solutions.

EXPERIENCE

IT Support Engineer

Amazon

07/2015 - 11/2023

- Managed Servers with Hyper-V, Windows Server 2016 / 2019.
- Managed & deployed Linux kickStart Server for Thin clients OS deployment & Imaging.
- Supported a user base of 1000+ employees both Local & in Remote locations.
- Worked on High severity incident management, troubleshooting & communication.
- Worked on FTP, DFS, DHCP, DNS.
- Worked on security protocols and measures (firewalls, antivirus, encryption)
- Experience with ticketing systems (ServiceNow, Remedy, SIM)
- Worked on thin clients Linux OS Installation & configuration.
- Managed day to day Active Directory operations like ID Creation, Password reset etc.
- Worked on Trouble tickets RCA, Metrics & Documentation.
- Managed IT Asset inventory.
- Worked on Juniper Firewalls, Switches installation, configuration & troubleshooting.
- Managed Surveillance systems CCTV of Fulfillment Center.
- Troubleshooting of thin client , Laptops, Desktops & Printers issue.
- Followed the ITIL process for IT services.
- Provided technical support and guidance to end-users, resolving system-related issues promptly to minimize downtime.
- Administered and maintained servers, networks, and other IT systems to ensure seamless operations.
- Collaborated with cross-functional teams to deploy new technologies and enhance existing systems.

Customer Engineer

HCL

02/2013 - 06/2015

- Ensured proper recording, documentation & closure of all the IT related issues.
- Escalated unresolved queries to the next level of support.
- Tracked company IT assets & document any changes in asset database.
- Tracked all issues & raised tickets into the Helpdesk ticket systems.
- Worked on Windows servers.
- Worked on ITSM tool summit of Global symphony services for IT service management.
- Documented escalation matrix for vendors.
- Conducted user training sessions to promote efficient use of IT resources and applications.

Trainee Engineer

HCL

06/2011 - 01/2013

- Maintained record of IT inventory.
- Maintenance & troubleshooting of LaserJet MFD & printers.
- Diagnosed hardware issues in desktops and printers & logged calls with Vendors for repair.
- Ensured the systems are updated & working properly.
- Provided technical support to end-users, resolving hardware and software issues promptly and efficiently.

SKILLS

Windows server, Operating systems, Networking, Linux, Microsoft Azure, AWS, Technical Support, Firewall, Python / Powershell Scripting & End user support.

EDUCATION

Bachelor Of Engineering

University Of Rajasthan

2005-2009

DECLARATION

I hereby declare that all the above information furnished by me is true to the best of my knowledge.