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.