

Pinak J. Patel

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IT Professional

CAREER OVERVIEW

- Technically Sophisticated Professional with experience of **10 years** in System admin, active directory, antivirus, End point security system.
- The experience includes working as support engineer, System Admin Engineer (Technology/Process), Manager (Technology/Process/Project Management) with reputed organisations like Trance computer, The Saraswat co-operative bank Ltd.
- Currently associated with **The Saraswat co-operative bank Ltd, IT Manager**; involved in handling technical escalations, Monitoring team members coordinating with different teams like Network, Internal security team, DC team.
- Insightful knowledge of Active Directory, Symantec, Trend Micro, File server, ADFS.
- Acting as an escalation gate to resolve critical issues of the team members and resolving conflicts within the team.
- Single point of contact for internal vendor team & Bank senior management.
- Following and Implement RBI compliance points and advisory.
- Ensuring timely IT Security awareness among resources to avoid compliance breaches in the project.
- Service improvement planning and implementation with emphasis on automation and suggesting industry best practices.

SPECIFIC STRENGTH & KEY SKILLS.

- Active Directory
- Azure
- Group Policy
- Microsoft Server
- Security Audit & Compliance
- People Management
- Team building & Leadership
- SSO Project

Company: Saraswat Co-Operative Bank Ltd.

Tenure: Since Sep 2011 to Dec 2020.

Designation: IT Manager.

- Installation and troubleshooting of Microsoft Servers and Clients.
- Migrating and testing existing technology with new and recommended technologies.
- Implementing & configuring File Server and assigning share drive quota.
- Implementing & configuring WSUS server and NTP server.
- Implementing Symantec Endpoint in Client System and Server System.
- Implementing & configuring Windows 2008, 2008 R2, 2012 and 2012 R2.
- Disabling USB Storage Devices through SEP and Active Directory.
- Managing Symantec and Trend Micro antivirus.
- Implementing, configuring and troubleshooting DNS services for internal and outside organization name resolution services.
- Handling Branches escalations, preparing service improvement plan, participating in monthly status review with Seniors.
- Disaster recovery planning for centrally managed IT infrastructure in A.D.
- A.D. replication, optimization as per network infrastructure.
- Creating new domain accounts, Mailboxes, Security Groups, Dynamic and Distribution Groups.
- Maintaining Incident management, Problem management and Change management.
- To provide support and coordinate with Global IT Leads during PM (preventive maintenance) activity.
- Preparing ticketing reports for IT Leads meeting.
- Updating and educating engineers about new technology.
- Worked to achieve and maintain ZERO Escalations.
- Proposing and implementing development plans for continuous improvement of the process.
- Defining the SOP's and processes and monitoring the SLA's.
- Everyday 15 minutes briefing with entire team for discussing on priorities & daily tasks updates.
- Preparing the roster for the engineers.
- Maintaining engineer's attendance.

- ↳ Ensuring all services imparted with focus on quality, ensuring strict process adherence to be audit ready.
- ↳ Time-to-Time resource and cost optimization.
- ↳ Fully engaged in supporting development and reviewing of contracts, agreements, SOW etc.

Company: Trance Computer.

Tenure: Since April 2008 to March 2011

Designation: Customer Support Engineer

- ↳ Worked as **customer Support engineer** to provide door to door IT service.
- ↳ Attending field calls to provide solution to the Trance Computer clients.
- ↳ Updating call closure report.
- ↳ Follow-up with end user to take confirmation on the resolution of the issue.
- ↳ Providing support to end user over the phone and Remote.

PROFESSIONAL CERTIFICATIONS

- ↳ Azure Infrastructure Solutions.
- ↳ MCSE Server Infrastructure.
- ↳ VCAD
- ↳ CISEH
- ↳ Diploma Course in Computer Hardware and Networking.

ACADEMIA

- ↳ 2013 # BSC IT.
- ↳ 2007 # H.S.C
- ↳ 2005 # S.S.C

PERSONAL DETAILS

Permanent Address: B-24, Muktabaug Station road, Near Malad Subway, Malad (W), Mumbai, 400064

Marital Status: Married

Linguistic Proficiency: English, Hindi and Marathi.

Passport Details: L4762975 validity date 05-09-2023.

References: Will be made available on request.

Thanks,
(Pinak Jayesh Patel)