



Keskar Sohan Suresh



ITIL, MCSE, Technical Support Engineer seeking roles in IT Project Management, Requirement Gathering, Solution Designing, System Administration, Software Installation, IT Maintenance, Software Configuration, Server Support, Windows Administration, DNS, DHCP, AWS

Current Designation: Technical Support Engineer	Total Experience: 5 Year(s) 9 Month(s)
Current Company: Cybage Software PVT LTD	Notice Period: 2 Months
Current Location: Pune	Highest Degree: B.Com [Commerce]
Pref. Location: Bengaluru / Bangalore, Mumbai, Pune	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Tech Support Engnr	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: Technical Support Engineer, IT Project Management, Requirement Gathering, Solution Designing, System Administration, Software Installation, IT Maintenance, Software Configuration, Server Support, Windows Administration, DNS, DHCP, AWS, Microsoft Azure, ITIL, MCSE	
Verified : Phone Number Email - id	

Last Active: 22-Jan-21

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Summary

A focused professional offering 5 + years of experience in IT Project Management, Requirement Gathering, Solution Designing, System Administration, Software Installation, IT Maintenance, Software Configuration, Server Support, Windows Administration, DNS, DHCP, AWS, Microsoft Azure

Work Experience

● **Cybage Software PVT LTD** as Technical Support Engineer

Apr 2015 to Till Date

Operating Systems

Windows 7, 8 and 10, Windows Servers 2008, 2012, 2016 & 2019.

Team: Cherwell
Domain: Cloud Services
Role: NOC Engineer

- * Handling Problem Management related tickets and Incident Management tickets.
- * Daily client interactions on a one on one as well as bridge call for client wide network outages and system failures issues.
- * Working with Monitoring tool (Logic Monitor) which is used by Client to monitor Systems and their Application on client site and hosted servers as well.
- * Monitor servers of all kinds, network equipment, storage, and other Datacentre's assets in a regulated ITIL environment.
- * Root cause analysis on chronic issues basis on server logs, event viewer and system performance monitoring, providing solutions and implementing them.
- * Creating Cases in ticketing tool and working on them, if required assigning them to respective teams.
- * Coordination with various Teams like System admins and Support team whenever there is a scheduled change on Test and Production Environments.
- * Using Bomgar to login into servers to troubleshoot the issues. Resolving issues with help of share screen.
- * Using Confluence in case of doubts.
- * Working on ILand VM machines through console and monitor them. Also, opening troubled ticket with ILand support team and took follow up on the issue.
- * Increase or Decrease the size of RAM, Hard disk, CPU as per requirements through console.
- * Basic Networking, Checking Network status with PRTG Tool and monitoring on data packet loss. Escalating them accordingly.
- * VPN troubleshooting and resetting of VPN in Panorama. Hard reset, soft reset, one gear and 2 Gear resets.
- * Performing tasks like rebooting Physical server, ILand servers, AWS Cloud server, Creating RFC for rebooting,



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

- Creating R-C for Alarm, Disk Cleanup through tools like Rundeck, Powershell and Win Dir stat.
- * Troubleshooting on PC performance and modify the resource of instances like CPU, RAM or Disk space as per user requirement in AWS and I Land.
 - * Ensure proper recording, documentation and closure.
 - * Properly escalate unresolved queries to the next level of support.
 - * Efficient problem solving and multitasking abilities.
 - * Auditing the tickets for Quality Adherence.
 - * Suggesting ideas with regards to Continuous Service Improvement (CSI)
 - * Responsible for SLA adherence.
 - * Interacting with other teams regarding the user's technical issues via emails/chats and calls.
 - * Creating reports and documents for the team.
 - * Active Directory (Account Creation, Password Reset and Account Unlock).
 - * Installing and Uninstalling applications and software's.
 - * Working on all the SOP based activities for next level teams.
 - * Co-ordinate with other teams for all the outages.
 - * Updated documentation for new processes or change in procedures.
 - * Participating on Server Maintenance Activity's

Additionally, carrying Experience on Microsoft Azure Cloud Computing (Azure AD, Azure IaaS & Azure Monitoring).

- * Working with Client provide solutions using virtual machines (VMs) and on VM deployments.
- * Working with Client IT Team on Deploying Azure VM via Power Shell, Azure Portal and through Existing Configuration details.
- * Helping client on Deploying Azure Vnet, Availability Zone and Availability Sets.
- * Creation Snapshot of OS Disk Azure virtual Machine.
- * Working with Client IT Team to Migrate Managed Disk to Unmanaged Disk and then Unmanaged to Managed Disk.

Team: Patientkeeper
Domain: Health Care
Role: Technical Support Engineer

- * Performed Scheduled windows server reboot tasks with PowerShell.
- * Monthly server patching with L2 team.
- * Check Event logs for warning and error messages.
- * Handling Problem Management related tickets and Incident Management tickets.
- * Creating Cases in Sales force/Service now and working on them, if required assigning them to respective teams.

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Education

UG: **B.Com (Commerce)** from **cmj university** in **2012**

Other Qualifications/Certifications/Programs:
Microsoft AZURE - Microsoft certified Azure Administrator Associate
ITIL 4 Edition- Foundation Certificate in IT Service Management
MCSE - 410 Installing and Configuring Windows Server 2012

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IT Skills

Skill Name	Version	Last Used	Experience
MS WINDOWS			
HTML			
Windows 8, 10, Server 2012r2			
Windows server 2016 and server 2019			
Active Directory, DHCP, DNS, IP			
VPN, LAN, Firewall, Proxy Server, Subnet			
Microsoft Azure AD & Azure IaaS			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Marathi				

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Affirmative Action

Category: **General**
Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**
Employment Status: **Full time**

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