PRITESH SHAH
(Sr. IT Administrator)

Work Experience : 09 Years
Contact Number : +91-9106460748
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Objective:

To convey my service for an organization where my skills can be utilized for the betterment of the organization with the job satisfaction.

Academic qualifications:

- Pursued 'Computer Hardware and Networking Administration' Course from IANT, Ahmedabad.
- Commerce Graduation from Gujarat University with 52% in March 2006.
- HSC from Gandhinagar board with 73% in March-April 2003.

Certifications:

- Microsoft Azure Fundamentals, Certificate Number: H760-4135, April 18, 2021
- Microsoft Azure Administrator Associate, Certificate Number: H677-0089, February 27, 2021
- Microsoft Azure Security Engineer Associate, Certificate Number: H701-2214, February 13, 2021
- Microsoft 365 Identity and Services Exam, January 24, 2021

Compute & Storage Knowledge:

- Worked on HP Proliant DL360-80 Series, Dell PowerEdge Series, IBM X Series, IBM DS Storage, Netgear NAS.
- Installation & Configuration of Vmware ESXi with Vcenter Server 6
- RAID configuration like RAID-1 and RAID-5
- Well versed in Implementing, Managing and Maintaining a Microsoft Windows Server 2019, 2016
- Network Infrastructure including Active Directory, Group Policy, DFS, DNS, DHCP, FTP, IIS, and Plan to offer Remote-Assistance to Client computers.
- Updating servers and network clients with latest service packs and hot fixes by SCCM.
- Implementing and administration Active Directory services, Replication, Trust Relationship and enforcing domain wide Group Policies.
- Taking back-up of the servers and restoring the data through Symantec Backup Exec.

Networking Skills:

- Installing, Configuring and Troubleshooting of Networking Equipments: Routers and Switches.
- Installing, Configuring and Troubleshooting of Network Firewall.
- Introductory knowledge of Managing, Maintaining and Configuring OSPF, EIGRP, IGRP, RIP.
- Switching: Vlan's and Access-list, VTP, NAT.
- IP addressing and sub netting, Routing concepts.
- Switches: Basic Configuration and VLAN setup on Cisco 1900, 2950, 2960, Dlink, DAX switches.
- Router: Basic Configuration and monitoring of Cisco 1800, 2500, 2600.

Hardware and Networking Skills:

- Computer/Server Assembling, Preventive Maintenance and Trouble shooting.
- Installation and Up gradation of OS such as Server 2019, Server 2016, Ubuntu, Win10.
- LAN/WAN connectivity, Sharing and Security, Crimping, I/O Punching.
- Having knowledge of Fiber optic cables, Modules, Transceiver used at LIU and Network Rack.

- Having knowledge in CCTV systems like Sony, Vivotek, Level1, DAX.

Accomplishments:
- SCCM 2019 deployment and configuration
- Azure AD Connect installation and configuration for SSO login
- Microsoft Teams configuration on admin portal
- Certificate Authority role installation and configuration
- AD LDAP integration to all internal applications and file server
- Successfully faced ISO and External Audits with no non-conformity.
- Open-source mail server implementation on linux platform
- Successfully configured firewall and antivirus policy to protect against virus attack.

Work Experience:

(I) Currently I am associated with **Sarjen Systems Pvt. Ltd.** as **Sr. IT Administrator** from 12.11.2018 till today.
»Duties at Site:
- Overall ownership of configure, troubleshoot and managing around 10 Physical servers, 20 VM's, 01 Firewall, 02 storages, 20 network switches.
- Overall ownership of configure, troubleshoot and maintaining around 25 Azure Cloud VM's.
- Managing Trend Micro Apex Security and Deep Security with Security perspective.
- Responsible for overall IT Procurement and Annual Budgeting and its billing.
- Expert in cost optimization for both local and cloud infrastructure.
- Managing vendor partnership and relationship for operational, commercial and technical service delivery.
- Managing Microsoft CSP T2 Partner Portal.
- Provide mentorship and guidance to team members.
- Security and compliance management with centralized logging, threat analysis and remediation on Azure and O365.
- Managing Multiple Office 365 Account as Global Admin, Identity management, License and other O365 services.
- Planning and implementing security measures to protect computer systems, networks, and data.
- Hyper-V Architecture, Implementing and troubleshooting.
- Performing IQ protocol, script and report.
- Preparing IT SOP's and modifying as & when required.
- Facing IT Audit of ISO:9001-2015 and External Clients.
- Maintaining IT Assets under warranty and AMC.

(II) I was working with **Wipro Technologies Ltd.** as **Windows Server Administrator** from 02.03.2017 to 31.10.2018 **(Client Site:** Torrent Pharmaceuticals Ltd**.)**
»Duties at Site:
- Configure, troubleshoot and maintaining around 35 Physical servers, 10 VM's, 02 storages and 2tape libraries at site
- Configure, troubleshoot and maintaining entire Citrix XenServer environment for desktop virtualization (50 Servers and 600 thin clients)
- Managing File Server such as folder structuring, quota, security groups and user permissions
- Administration and managing of SEP Antivirus server
- Configure and managing WSUS 3.0 Server
- Taking care of all L2, L3 switches at site
- Responsible to coordinate with vendor for application and hardware related issues and take follow-up for timely resolution within SLA

- Responsible to follow company SOP's and act accordingly and take approvals for any task as &when required
- Responsible to take daily backups of all production servers using HP Data Protector 10 and keepthe documents up-to-date for audit purpose
- Responsible to maintain LTO cartridges with labeling
- Keep monitoring of all infra devices in WhatsUp Gold web interface and responsible for 100% uptime
- Provide technical support to remote locations
- Patches and security configuration compliance (includes virus detection on server and client)
- Create, configure, and manage AD objects, GP objects on Windows Server 2008 R2
- Responsible to implement child domains across the forest for new site location
- Leading a team of 7 members includes desktop and helpdesk engineers. Looking after their overall performance, leaves, week-offs, and attendance.
- Helping engineers in resolving system and network related issues and investigate the issue for RCA
- Keep the records updated related to software licenses, server and network inventory
- Perform quarterly PM activity which includes Server Heath Checkup, SEP client's status, AD cleanup, DNS cleanup, Server Room AC Temperature, Asset updation in tool.
- Provide VP level support for IT related queries
- Provide support during all minor and major audits such as US audit, SAM audit etc.

Additional IT Experience:

(I) I was working with **Cimpress Technologies Pvt. Ltd. (Vistaprint)** as **Systems Administrator** from02.05.2016 to 28.02.2017
»*Duties at Site:*
- Maintain around 600 computer systems throughout company having Win7 & Win10 OS.
- Configure, troubleshoot, and maintain Windows 2008/2012 Servers installed on HP ProLiant Servers using VMware technology.
- Maintain and troubleshot the issues related to NASUNI File Server
- Manage and create Active Directory accounts, network shares and Cisco WebEx accounts
- Maintain, Configure, and troubleshoot HP MFP printers
- Setup audio visual Cisco SX equipment, Dell projectors installed in meeting/conference rooms.
- Provided first level technical support to global users for troubleshooting problems using JIRA ticketing tool
- Answering e-mails and telephone calls for technical and server related issues, and escalated more
  complex issues through a defined escalation process.
- Sort, Tag, and Inventory PCs and monitors, printers, accessories, and components.
- Install, image desktop and laptops for new users using SCCM 2012
- Configured a system using PDQdeploy tool for remotely manage the computers for software, service installation

(II) I was working with '**SNL Financial (India) Pvt. Ltd.**' as '**Sr. Service Desk Administrator**' from28.12.2014 to 05.04.2016.
»*Duties at Site:*
- Providing 24x7 Global support to ensure reliability, stability, and security.

- Minimized down time by monitoring network health and power usage with SolarWinds.
- Kept system at maximum uptime through proactive oversight and scheduled maintenance.
- Monitored network performance and uptime and responded quickly to incidents.
- Independently working on HEAT ticketing tool and taking care of P1 & P2 incidents.
- Detection and creation of Major Incidents for wide spreading issues like any Service Outage or Degradation.
- Follow defined ITIL process and perform MI audit like MI creation time, observations, initial contact to affected users, link problem with incident, follow the KPI's while closing all incidents.
- Timely coordination with Networks, InfoSec, Data Platforms, Software team by following escalation matrix process.
- Updated policy, procedure, and troubleshooting guidelines.
- Reported technical challenges and proposed resolution strategies to senior management.
- Maintain compliance level of AV by performing daily checks on Kaspersky Console for Servers, Remote workstations, Laptops.
- Providing support to global users located at USA, UK, Hongkong, Pakistan, Philippines, and Perth.
- Provided support to around 1000 local users including laptop users as per business requirement.
- Day-to-day mail corresponding with users, managers, teammates.
- Preparing day-to-day and monthly reports for Server up-downtime, CPU and memory utilization, windows services, drive space, KES client updates, maintenance activity for server.
- Working as a part of the Audit Team to fix mis-routed tickets as well as responded to e-mails bycreating tickets coming through the e-mail system

(III) I was working with '**Microlink Solutions Pvt. Ltd.**' as '**Engineer–IT Services**' from 10.05.2012 to 27.12.2014.

- ♦ I have contributed and worked on projects for customers like Bunge India, NMDC Ltd., Serap India, CTE CCTV, GIPL etc. For installation & configuration of Servers, Storage Devices, Desktops, Printers, and CCTV.
- ♦ I have implemented OTRS open-source ticketing tool at Microlink H.O. and managing it myself.
- ♦ I was working for '**Medusind Solutions**' as a 'Site Engineer' from 01.05.2013 to 31.08.2013

»Duties at Site:
- Around 450 Pc's, 15 Laptops, 150 IP phones and 5 Printers which I was handling over there.
- Taking technical support following escalation matrix process for IBM, Dell, Hitachi, IPLC, MPLS,and Internet.
- Taking day-to-day backup in TAP library using Symantec backup exec.
- Preparing day-to-day and monthly reports for Server up-downtime, CPU and memory utilization, windows services, drive space, SEP client updates, maintenance activity for storage, ups, aspect.

- ♦ I was working for '**AIA Engineering Ltd.**' as a 'Site Engineer' from 17.05.2012 to 30.04.2013

»Duties at Site:
- Around 250 Pc's, 50 Laptops and 75 Printers which I was handling over there.
- Working on IBM Blade center, Server 2008 R2, HP400 Workstation, CCProxy Server.
- Managing Active Directory Users, Implementation of GPO on OU.
- Applying Desktop and Laptop policy using GPMC as per requirement.
- Troubleshooting of Network like UTP/Fiber Uplink issue, Wireless Issue, Camera Issue.
- Installation of Network Printers like HP MFP 1213, 1536, 1606 and Xerox machine.

Earlier, I was working with '**Datatech Computers Pvt. Ltd.**' for 'Zydus Cadila' as a 'Customer Support Engineer' from 28.04.2011 to 30.04.2012. (Permanent Night). Simultaneously, I was working with '**Allied Digital Services Ltd.**' for 'Emirates Airlines' as a 'Customer Support Engineer' from 10.02.2011 to 31.03.2012. (Day Shift)

Key Strength:

- ✓ Confidence, Sincere and Hardworking
- ✓ Excellent Communication skills
- ✓ Time management skills
- ✓ Keen to learn and having troubleshooting skills

Personal Details:

Date of Birth   :   05-Aug-1986

Marital status   :   Married

Linguistic Ability :   English, Hindi, Gujarati

Hobbies   :   Reading IT eBooks, Playing Cricket, Swimming

Residential Address: A-402, Kameshwar Annexe, Beside SBI Bank, Motera, Ahmedabad-5, Gujarat (INDIA)

                                                                (PRITESH SHAH)