

Network Administrator Network Administrator Network Administrator at HCL INFOSYSTEMS LTD
Bastar, US ? IT-Networking Professional with 2 years of experience and proficiency in Windows,
Networks & Networking Equipments, including one year in website development. ? Presently
associated with Work Experience Network Administrator HCL INFOSYSTEMS LTD August 2009 to
Present An energetic, self-motivated team leader with hands on experience in training, client
interaction, requirements gathering, application integration and customization. Career Features
HCL INFOSYSTEMS LTD as a Network Engineer August '09 to Present Skill Set Education B.E. in
Information Technology Government College of Engineering - Jagdalpur, Chhattisgarh January
2008 Industrial Training Near Vidhoyodaya School - Bhopal, Madhya Pradesh 2001 Additional
Information Operating Systems: Windows XP, 2003 Server Web Technologies: .Net 2.0
Database: SQL Server 2005 Networks: Router Installation, LAN, WAN Configuration & Network
Troubleshooting, Modem Configuration. Areas of Exposure Project Management ?
Established the connectivity through CDR PROJECT Network in whole District. ? Coordinating with
800 member-strong team of network engineers at 800 network locations in the state of Chhattisgarh.

Client Relationship Management ? Interfacing with clients for mapping requirements and
delivering need based solutions so as to achieve the total customer satisfaction. ? Maintaining
excellent relations with clients to augment avenues for additional business. Technical Support ?
Establishment of network connectivity for 800 sites. ? Initiated network enhancement that reduced
network downtime from 30% to 0% nearly. ? Attending to the faults, analyzing them through
root-cause analysis and suggesting technical solutions for overcoming the same. ? Handling
Windows Desktop Support & Remote desktop Management. Project Details Title: FMS Support
Client: Bharat Aluminum Company Ltd. Team Size: 15 Role: Project Member Scope: Manage all
the IT infrastructure of the industry in 24*7 environments by providing solution for hardware and
software issues. Instructing all engg. to perform their roles, assigning task to them. Providing several
reports to clients like uptime, downtime, root cause evaluation, managing spare stocks interacting
with users for their complaints Title: CDR Project Client: BHARAT SANCHAR NIGAM Ltd., C.G.
State Role: Network Administrator Scope: CDR is one of the major Projects to boost IT/ Network

infrastructure in the State. A call detail record (CDR) is the computer record produced by a telephone exchange containing details of a phone call that passed through it. It is the automated equivalent of the paper toll tickets that were written and timed by operators for long-distance calls in a manual telephone exchange. Academia

Name: Nancy Mathews

Email: douglashogan@example.org

Phone: 699.340.0147x8402