

System/ Network Administrator System/Network Administrator System/ Network Administrator San Jose, CA A passionate technologist with over 3 years of experience seeking to obtain a position in an organization to attain best in class industry experience to further career as an IT professional.

Work Experience System/ Network Administrator Ravinia Festival - Highland Park, IL August 2018 to April 2019 Managed Exchange Admin Center; creating mailboxes and user accounts. Regular administration of AD and Windows Server Install LAN, PC/Desktop, workstations, network devices and telecommunication equipment. Performed and maintained backups of system and networking devices. Assisted in troubleshooting and maintenance of all networking devices across the enterprise including switches, routers and firewalls. Provide support to end users and document issues, and resolutions Jr. System Administrator Insight Enterprises Inc - Hanover Park, IL April 2017 to May 2018 Install and configure workstations hardware, software and peripheral devices Administer user accounts and assign a security level and assign configuration of authentication and authorization of directory services using AD. Administer desktop computers, printers, software deployment, security updates and patches. Resolve technical problems with Local Area Networks (LAN) Troubleshoot and support Microsoft Office suites, Windows 7, 8 & 10 OS. Experience with VPN, DNS DHCP, TCP//IP Installing and replacing PCs, Laptops, Printers and Scanner and peripheral hardware Troubleshoot, diagnose problems, implement corrective action procedures within prescribed guidelines and/or escalate to other technical resources as appropriate Provide Tier 1 & 2 support via phone calls, emails and IM Maintaining and updating service requests IT Lab Assistant College Of Lake County - Grayslake, IL July 2016 to April 2017 Monitor computer labs and ensured students adhered to college usage policy Assist students with technical issues with computers, printers, hardware and software Manage ticketing system for IT user support Perform installation and upgrade for workstations and printers on LAN Provide application support, system troubleshooting and network configuration Call Center Team Leader College of Lake County November 2015 to July 2016 Interacted with current, former and prospective students via phone to follow up on interest in CLC and to provide reminders of important College deadlines, processes, events. Maintained student information database to have the most up to date information

Maintained records of telephonic interactions, orders and account information Education Associates
In Computer Science in Computer Science College Of Lake County - Grayslake, IL Skills Active
directory, Dns, Exchange, Networking, Tcp/ip, Dhcp, Lan/wan, Switching, Tcp, C++, Coding, Html,
Css, Firewall, Sql, Java, Project manager, Microsoft exchange, Lan, Microsoft office Additional
Information TECHNICAL SKILLS: ? Knowledge of Networking Protocols- TCP/IP, LAN/WAN,
DHCP, DNS. ? Hand-on experience on Routing, Switching & Firewall devices. ? Microsoft
Windows Server 2016, 2012 and 2008. ? Managed Microsoft Active Directory and Microsoft
Exchange Server ? Expert in Win 7, Win 10 and Macintosh operating systems ? Proficient in all
Microsoft Office applications ? Intermediate level coding in C++, Java, HTML, CSS and SQL ?
Incident Management/Ticket Management system experience COMMUNICATION SKILLS ?
Excellent communication skills both written and verbal ? Empathetic and personable listener,
persuasive speaker ? Good presentation and public speaking skills ? Proficient in English, Hindi,
Urdu. LEADERSHIP SKILLS ? International Peer Mentor at the College of Lake County (Since
2016) ? Project Manager at a Startup ? Ability to lead a team with dedication, passion and
hard-work

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