##### **CURRICULUM VITAE**

**Name -**

Mobile:

Email id:

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_CAREER OBJECTIVE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

To pursue a challenging and satisfying career and to be a part of a progressive and growth Oriented Organization that gives me scope to enhance my knowledge and skills to scope up with the latest technological changes.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_CERTIFICATIONS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Cisco Certified Network Associate (CCNA).
* Completed HARDWARE & NETWORKING Course at JETKING Institute successfully.
* (MS-CIT) MAHARASHTRA STATE CERTIFICATE COURSE OF INFORMATION TECHNOLOGY.
* Operating System:
  + Windows 98/ NT/2000/2003/2008/Windows XP/ Windows Vista/ Windows 7/ Windows 8/ Windows 8.1/ Windows 10
* (WINDOWS EXPLORERS, ADVANCED FEATURES OF MS-WORD, MS-EXCEL, MS-POWERPOINT course at

I-con Computers successfully.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_TECHNICAL SKILLS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Linux Platform:-**

* Installation and Administration of RHEL 6, RHEL 7, CENTOS 6, CENTOS 7.
* Backup and restore using tools such as Rsync, Scp, Zip and Tar.
* Package installation using YUM and RPM .
* Administration of Files & Directory in terms of permissions at different user environment.
* User and Group Administration for different environment.
* Basic Knowledge of Boot Process, Runlevel, File System.
* Hands on Experience to edit file through using Vi Editor.
* Scheduling jobs through CRON.
* Configuring Network files sharing services (NFS, FTP, and Samba).
* Create and Modify LVM Partition.
* Monitoring Cup and Memory utilization of Servers.
* Remote administration of Linux Servers through Putty, SSH, Wincp, File Zilla.
* Installation and Configure Server Monitoring tool like Nagios and Webmin.

**Network Platform: -**

* Monitoring Network link & Network device.
* Maintaining and Manning Switches, Racks.
* Maintaining and Manning Cisco VPN.
* Maintaining and Manning Cisco Wi-Fi.
* Troubleshooting Basic Networking on client system.

**Windows Platform: -**

* Installation, configuration and administration of VMware.
* Increase decrease CPU, Memory on VM.
* Snapshot and cloning of VM.
* Resolving day to day Incident, RITM task assigned on Sapphire (SNOW) ITIL based ticket tool.
* Installation, Configuration and Troubleshooting of Windows 2008/2010/2012 Servers.
* Installation, Configuration and Troubleshooting of Windows XP/Windows 7/Windows 8/Windows 8.1/Windows 10.
* Remote Administration Work on MS Lync, VNC, Team Viewer and Remote Control application.
* Providing support to clients for various Windows based application.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ORGANISATIONAL EXPERIENCE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**May 2015 to Dec 2019 with xx IT Services Pvt Ltd., xx** **as** **Sr. Customer Support Engineer**

**Client: L&T Ltd.**

**Role:**

* Installation and Administration of RHEL 6, RHEL 7, CENTOS 6, CENTOS 7.
* Installation, Configuration and Administration of VMware.
* Increase Decrease CPU, Memory on VM.
* Snapshot and Cloning of VM.
* Remote Administration of Linux Servers through Telnet, Putty, SSH, File Zilla.
* Backup and Restore using tools such as Rsync, Scp, Zip and Tar.
* Package installation using YUM and RPM .
* Hands on Experience to edit file through using Vi Editor.
* Scheduling jobs through CRON.
* Create and Modify LVM Partition.
* Managing Users and Group creation with required Permission & Policies.
* Configuring Network files sharing services (NFS, FTP and Samba).
* Escalation of customer issues with different levels of support.

**Jan 2015 to March 2015 with xx xx Pvt Ltd**.**, xx as Network Engineer**

**Role:**

* Installation and Configuration of xx Modem and D-Link Router.
* Troubleshooting of LAN connection.

**Oct 2013 to Oct 2014 with xx xx xx Pvt Ltd., xx** **as** **FMS** **Engineer**

**Client: xx Bank Ltd.**

**Role:**

* Installation and Configuration of IBM Lotus Notes 8.5 mail client.
* Support around 550 Machines with Operating Systems are Win XP, Win 7 with software like

Oracle 10G,11G, Omni-capture, HUB, FRC, FCY, INR, BCC & Basic Applications etc.

* Troubleshooting of Computer Hardware.
* Troubleshooting of Operating System.
* Managing and Monitoring windows.
* Windows XP to Windows 7 migration.
* Maintain PXE Server for CWD.
* Troubleshooting of Domain issues at client end.
* Maintain inventory of organization every 3 months.
* Taking care of Virus and Security related issues.
* Configure Blackberry (8520, 9700, 9730, 9900).
* Handling video conference of CEO meetings.
* Remote support taking care of customer calls.
* Handle & Troubleshooting VPN Calls.
* Prepare health check report of all servers and send to senior authorities.
* KIOSK machine installation, Troubleshooting, Maintains.
* Taking care of Backup tape mounting and dismounting.
* Monitoring the CA service desk call status and updating the call periodically without delay.
* Promptly attending the users call and closing the CA call accurately.
* Maintaining the Server Room and IT Room.
* Reporting all incidents to IT Manager.
* Taking control of all assets.
* Assets movement details to be submitted to the IT Manager.
* Follow-ups of all call status pending with CMS and ensure gate pass is cleared on time.

**Jan 2012 to Jan 2013 with xx xx x Pvt Ltd., xx** **as** **FMS** **Engineer**

**Client: xx Hotel**

**Role:**

* Installation and Configuration of IBM Lotus Notes 6.5 & 8.5.
* Installation of OPERA 5.0 & create users.
* Installation of SAP 7.20.
* Installation and updating Symantec Endpoint Protection Antivirus.
* Working on Active Directory Domain Server.
* Installation and Configuration of Enterprise Management Console.
* Installation and Configuration of Remote Management Console.
* Installation of Cansys. CISA, SNC.
* Installation of Guest Connection.
* Installation of WP Active.
* Installation of Shawman POS-Gold 10.0.
* Installation of Net View Point and Net View Datacenter.

**Responsibilities**:

* Taking care of Backup tape mounting and dismounting.
* Monitoring the Backup process as per the schedule defined and the maintaining Backup record.
* Monitoring the CA service desk call status and updating the call periodically without delay.
* Promptly attending the users call and closing the CA call accurately.
* Checking of 5 Desktop per shift for the IT policy and updating the daily call report accurately.
* Checking server Room AC temperature periodically and updating the call report accurately.
* Maintaining the Server Room and IT Room.
* Reporting all incidents to IT Manager.
* Sending Day End report for every shift before leaving the premises.
* Taking control of all assets.
* Assets movement details to be submitted to the IT Manager.
* FORM 6 submitting and controlling is the responsibility of FMS team. Proper FORM 6 registered to be maintained properly.
* Micros card handover registered to be maintained properly.
* Follow-up of forms to be done in case of the forms are not returned within 1 day.
* Follow-ups of all call status pending with CMS and ensure gate pass is cleared on time.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_EDUCATION\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* T.Y.B com. Passed from xx University, October 2009.
* H.S.C Passed from xx State Board, March 2005.
* S.S.C Passed from xx State Board, March 2003.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_PERSONAL DETAILS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

NAME

GENDER

DATE OF BIRTH

MARRITAL STATES

NATIONALITY

ADDRESS

MOBILE NO.

HOBBIES

LANGUAGES KNOWN .

PLACE

DATE