Shilpesh Patel

Network Engineer | System Administrator | IT Manager | IT HEAD

Vadodara, Gujarat, India | shilpesh.mpatel@gmail.com | +91 9426867830 |
Cisco ID: CSCO120G3632

Professional Summary

Dynamic IT professional with over 18 years of experience in hardware infrastructure, networking, and system administration across various industries like manufacturing, infrastructure, Power, Hospital, IT Services, etc., in large conglomerates and MSMEs. Certified in CCNA, CCNP, and MCITP 2008 SEA, with an Executive MBA in IT and a Post Graduate Diploma in Computer Application from NIELIT. Proven expertise in managing complex IT operations, leading high-performance teams, and delivering zero-downtime upgrades. Adept at vendor negotiations, IT budgeting, and project management, with a strong focus on operational efficiency and innovation.

Core Competencies

- **Network Administration:** TCP/IP, IPv6, BGP, OSPF, MPLS, VPN, QoS, VLAN, ACL, Cisco IOS, EIGRP, RIP, STP, VTP etc., L2 C L3 Protocols C Technologies.
- **System Administration:** Windows Server (2000–2022), Active Directory, DHCP, DNS, VMware, Office 365, Azure AD
- **Hardware:** Cisco Routers C Switches, Fortigate Firewalls, HP Aruba AP, Ruckus, Ubiquity, Sophos, etc.
- **Security:** Symantec Endpoint, Kaspersky, IPSEC, SSL, AAA, 802.1X, Kerberos, AES
- **Tools:** Cisco Works, Solarwinds, JIRA, Cisco CNA/SDM, SAP, Tally, GSUITE
- **Soft Skills:** Leadership, vendor management, project planning, client relations, team mentoring

Professional Experience

Head of IT, Elec Steel Processing Industries Limited, Vadodara.   **August 2024 – Present**

- Direct IT operations for 350+ employees across multiple sites, overseeing ERP systems, servers, and network infrastructure.
- Plan and execute system upgrades with zero downtime, ensuring 24/7 system availability.
- Lead vendor negotiations C Management, IT budgeting, and resource planning to optimize costs.
- Recruit, train, and mentor IT teams to enhance operational efficiency and performance.

Assistant Manager – IT s Systems, Elsamex Maintenance Services Limited, Gandhinagar.   **October 2021 – April 2024**

- Managed IT infrastructure for Head Office, 12 toll plazas, and 18 site offices, supporting 3,000+ employees.
- Configured and maintained 19 firewalls (Fortigate, Sophos) across the company, SD-WAN, VPN, NAT, QoS, and toll management systems.

- Ensured SLA compliance for leased lines and uninterrupted connectivity across all locations.
- Administered DHCP, DNS, Active Directory, Multiple Windows Servers (2008–2022), with expertise in Azure AD and Office 365.
- Lead IT budgeting, procurement, and vendor coordination, executing projects with zero downtime.

Senior IT Consultant, Independent Consultant,   **May 201G – September 2021 Vadodara.**

- Configured and troubleshot Microsoft/Linux servers, desktops, and networking devices (switches, routers, firewalls).
- Provided remote support using Team Viewer, Zoom, and Microsoft Teams for printers, laptops, and antivirus solutions.
- Supported G Suite, Office 365, and VMware, resolving technical issues efficiently.

Engineer – IT, Surat Hazira NH-6 Tollway Pvt. Ltd.   **January 2015 – April 201G (Soma Roadis), Surat.**

- Managed IT operations for project office, 2 toll plazas, and site office, supporting 100–150 PCs.
- Configured MPLS, leased lines, and Cyberoam firewalls, ensuring seamless connectivity.
- Administered Active Directory, DNS, DHCP, and Windows Servers, supporting SAP and VPN systems.

System s Network Engineer, (Visiting Consultant),   **September 2013 – January 2015 Vadodara.**

- Installed and troubleshot server/desktop OS (Microsoft/Linux) and networking devices.
- Provided remote support for printers, laptops, desktops, and antivirus software.

Desktop Support Engineer,CMS Info System Pvt. Ltd.,   **April 2012 – July 2013 NPCIL KAPS, Vyara.**

- Maintained IT operations for a hospital and township, supporting 700+ PCs and thin clients.
- Managed IBM blade servers, Windows Server 2008, AD DS, WSUS, and site-to-site VPN.

Desktop Support Engineer, CMS Info System Pvt. Ltd., LsT HED Hazira, Surat.

- Supported an intranet of 800+ PCs, configuring Lotus Notes and resolving OS/network issues.
- Managed Symantec Endpoint, Windows patches, and LAN/Wi-Fi setups.

Service Engineer, Heer Infosys, Surat.   **March 2006 – February 2008**

- Provided technical support for printers, UPS, laptops, desktops, and LAN setups.
- Troubleshot OS, hardware, and virus issues, ensuring operational continuity.

Education

- **Executive MBA in IT**
  Karnataka State Open University (KSOU) | 70.28% | 2012
- **Graduates in computer application**
  Swami Vivekanand Institute of Management C Technology, Baroda | 67.88% | 2011
- **"A" Level (Post Graduate Diploma in Computer Application)**
  NIELIT/DOEACC | 2009
- **"O" Level**
  NIELIT/DOEACC | C Grade (55-64%) | 2009

Certifications

- **CCNA (Cisco Certified Network Associate) | 8G4/1000 | April 2012 |**
- **CCNP (Cisco Certified Network Professional) | Trained | IIHT, Surat | 2012**
- **MCITP 2008 Server Enterprise Administrator | IIHT Certified | 2012**
- **CCIE (Cisco Certified Internetworking Expert) | Trained | IIHT, Surat | 2014**

Personal Dossier

- **Nationality:** Indian
- **Languages:** English, Hindi, Gujarati, Marathi
- **Driving License Status:** Active Since 2009, Valid Through 2034 **(Indian- MCWG s LMV)**