**Ashok Kumar**. **B**  **Mobile:** **+91 9000759243**

**Email: ashokkumar.rkce@gmail.com**

**Career Objective**

Having 3 years of work experience as a hardware engineer with leading corporate of IT environment and trying to reach my goal to become a VMWare administrator which will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging and creative environment.

**Work Experience:**

* Working as a **Customer Support Engineer for** Hitachi System Micro Clinic Pvt Ltd, from June 2015 to till date.

**Project :** UHC

**Designation :** System Administrator

**Team Size :** 05

**Tools :** VNC,

**Project Description**

Since 1996, we have brought forth innovative programs that provide only the best health care for you and your family. Today, standing by our principle of offering outstanding service and plans for people at all life stages, UnitedHealth care has grown into one of India’s best health and wellness service provider in health insurance sector.

* Providing System support to all desktops and laptops for over 100 end users Monitoring ticketing tool system (BMC) and working on Problem.
* Computer Assembling and Installing Operating System.
* Trouble shooting issues related to Hardware Problems.
* Installing & Configuring of PC Hardware’s & Software’s.
* Maintenance of all client Computers and handling Technical complaints.
* Updating the Antivirus (Symantec Endpoint Protection) in all computers.
* Sending call reports on daily basis.
* Assisting the customers with technical issues, troubleshooting, installation and configuration.
* Giving support to end-users through remote tools such as Net meeting Remote Administrator and Cisco WEBEX
* Installing, Configuring and Troubleshooting of Applications such as: Lotus Notes, AS400, MS-Office, Adobe Products, Oracle, Java versions, Web applications, RSA Soft Token, SAP, and VPN.
* Providing assistance for locally attached printers, network printer, scanners and miscellaneous peripherals
* Handling escalated issues and business impact issues
* Installing and configuring Active Directory services in Windows 2003 & 2008
* Configuring and Troubleshooting of ADC, CDC and RODC
* Knowledge in FSMO Roles.
* Managing and implementing various services DNS, DHCP, etc.
* Creating and managing Group Policies
* Creating Users, Groups and OU’s on AD and management
* Good knowledge in Windows Deployment services.
* Windows System Admin Support
* Configuring and Trouble Shoot User ID’s in Exchange
* Managing system administration, networking and hardware management & maintenance in the organization
* I was accountable for providing real time support to client computes
* I had resolved all major issue of client sides like login error, printing dilemma, and connectivity problem

**Work Experience:**

* **Organization** : Adecco India
* **Designation** : Desktop Support Engineer
* **Duration** : Oct-2013 TO May-2015

**Roles and Responsibilities**

* Providing technical assistance to the team on complex queries/escalations received from the internal and remote client.
* Adding and removing Host Names in Active directory.
* Resetting the passwords of users in Active directory.
* Enabling internet access to users through active directory.
* Coordinating with Global IT team related to ERP issues.

Trouble shooting the Backup issues.

* Troubleshooting on issues related to Laptops / Desktops / Servers and Backups.
* Preparing daily call reports and Severs health Status reports and sending to project manager.
* Expanding the Volumes according to the client specifications.
* Supported all remote offices and home-based users using NetMeeting, Team Viewer and Cisco VPN.
* Monitored server performance.
* Migrated all Desktops and laptops from windows XP to windows 8 OS.
* Installations of anti-virus and their latest patches updates.
* Installing, configuring and troubleshooting lotus 8.5/9 client ver.
* Monitoring and troubleshooting the backup related issues (Backup tool Symantec 14.0 ver.).
* Providing VC support for VIP users.
* Coordinating with different vendors like spares providers, service providers etc.
* Troubleshooting Network switches and routers
* Mini tab installation 15/17
* Configuring network printers

**Work Experience:**

I was worked in SAI SREE TECHNOLOGY As Network Technician from JAN 2012 to JAN 2013

**Technical skills:**

* **Operating Systems:** Windows XP, Windows 7, Windows 2008.
* **Office Package:** MS Office 2007.
* Installation and Configuring of Microsoft Windows Server 2008.
* Knowledge in troubleshooting the Desktop Environment.
* Basic knowledge in SAP-CRM.
* Knowledge on configuring network printer.

**Educational Qualifications:**

* **Bachelor of Science (B.S.C)** inGC &YPN Degree College, Kanigiri in 2013
* **Board of Intermediate Education (MPC)** in A.R.R Junior College, Udayagiri in 2008
* **Board of Secondary School Education** inGovt High School, Udayagiri in 2006

**Strengths:**

* Sincere and Industrious by nature
* Good Communication Skills.
* Strong commitment to excel in the given field.
* Adjustability and Flexibility.

**Personal Information:**

Name : B.Ashok Kumar

Father : B. Venkateswarlu

Date of Birth : June 10, 1991

Gender : Male

Marital status : Single

Nationality : Indian

Languages known : English, Telugu,

Hobbies : Listening to Music, Surfing and Exploring things.

Address : Gudinarava (V&P), Udayagiri (Mdl), S.P.S.R Nellore (Dt.), AP-524236

**Declaration:**

I hereby acknowledge that the information is true and accurate to the best of my knowledge.

**Date:**

**Place: Hyderabad**  **(B. Ashok Kumar)**