

## Contact

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## Top Skills

Systems Management

Network Operations Center (NOC)

Networking

# Pallav Patel

IT Infra-Structure Security Manager/ Information System & Network Administrator at TRANSCOM Inc  
New York City Metropolitan Area

## Summary

- 17+ years of professional experience in Information Technology and Consulting with Special focus on System and Network Administration of the core Business.
- Has Worked on various assignments involving Estimation, Project planning, Requirements Gathering, Analysis, Design, Development and Implementation with Government, Non-Government, Non-Profit, Educational and Transportation Institutes/companies.
- Has expertise in providing and managing Network and System Infrastructure with strong knowledge of ITIL.
- Has successfully completed multiple System and Network migration within defined time frame
- Has expertise managing server infrastructure and data-center operation across multiple platforms (Windows, Linux, Unix).
- Effectively plan, Install, configure and optimize the IT infrastructure to consistently achieve high availability and performance.
- Proven ability to create and deliver solutions tied to business growth, organization development and System/Network optimization.
- Skilled problem identifier and troubleshooter comfortable managing projects, systems, network and teams in a range of IT environments.
- Strong team management and interpersonal communication skills that inspire confidence while forgoing teamwork synergies with team members.
- Plan and built redundancy into existing systems to eliminate downtime due to server or network failure.

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## Experience

TRANSCOM Inc

Information System and Network Administrator

June 2010 - Present (13 years 1 month)

Jersey City, NJ

- Extensive experience in installation & administration of Windows NT, Windows 2000/2003/2008/2012 Domain Controllers, Active Directory Design & Architecture, File/Print/Database Servers.
- Protecting Network data, monitoring network performance (LAN & WAN) management and optimization. Filtering user's rights according to their need. Implementing Login security, File system. Planning and configuring Remote printing.
- Determining type and model of network devices like servers, router, switches and SIP gateways based on the organizational requirements that could accommodate the support for actual number of users without degrading user experience.
- Spearheaded completion of two major migrations to bring systems up to date including Windows NT MS Exchange Systems.
- Successfully engineered a Virtual Private Network (VPN) solution utilizing windows 2000 server.
- Improved inventory control capabilities by developing a comprehensive Asset Management Program.
- Effectively consolidated multi-domain Windows NT network into a single, homogenous domain.
- Actively participated in vendor meetings, making right negotiations and alerting vendor about new expansion launch timeline and achieving the launch on required dates by management levels.
- Created project plans that included goals and objectives, scope, schedule, budget, staff resources, risk and success factors.
- Prepared estimates, reviewed performance, monitored progress, variances, established contingencies, provided status and progress reports to key team members and resolved issues in a timely manner.
- Installation, Configuration and Management of Cisco- switches (3750, 2960), Routers (7500, 3600, 2600 Series), PIX Firewall and Checkpoints.
- Managing Cisco Catalyst 6500, Nexus 3500 & Nexus 7000 core switches.
- Use Enterprise security technology likes: NAC, NAP & DLP. Also Download and install current Anti-Virus signature files and Scan all hard-drives using current Anti-Virus signature files.

## GENPACT

### Datacenter Network Manager

November 2009 - June 2010 (8 months)

- Protecting Network data, monitoring network (LAN & WAN) performance management and optimization. Filtering user rights according to their need.

Implementing Login security, File system. Planning and configuring Remote printing.

- Improved inventory control capabilities by developing a comprehensive Asset Management Program.
- Effectively consolidated multi-domain Windows NT network into a single, homogenous domain.
- Actively participated in vendor meetings, making right negotiations and alerting vendor about new expansion launch timeline and achieving the launch on required dates by management levels.
- Implementation, Configurations & Troubleshooting of various Notebook PCs & also various Desktop PCs.
- To identify and solve the problems regarding Personal Computers like Acer & Wipro & also third party Personal computers like Compaq, Digital, IBM, etc.
- Successfully engineered a Virtual Private Network (VPN) solution utilizing windows 2000 server.
- Routing related tasks included providing Cisco router configuration and change management, providing technical support for Cisco Router configurations and installation for Customer. Configuring IP RIP, EIGRP, OSPF and BGP. Configuring routing policy for BGP. Configuring.
- Work on VOIP Technology to install IP Telephone in office and customer locations.
- Maintenance of T1, T2 & T3 lines from different vendors like AT&T, Verizon, Sprint etc.
- Building new servers and rebuilding existing servers in Microsoft Platform and UNIX Platform and running updates in both platforms based on checklist
- Maintaining Windows 2003/2008 Application server with Web Service and FTP Service
- Running the required packages and patches updates for Linux Servers and required Security updates for Windows Servers and building Virtual Servers using VMware in Test Environment.
- Building the DMZ (De-Militarized Zone) in the test lab using VMware ESX 3.0 dedicated server.

## Tata Consultancy Services

### LEAD CS - IT Engineer

August 2005 - October 2009 (4 years 3 months)

- Network Planning & Implementation in LAN & WAN Environment using various network devices like Hubs, Switches, Modems, Routers, Leased lines, ISDN Lines etc.

- Implementing & supporting Of Novell NetWare 3.x, 4.x, 5.x with all the client connectivity, Administration & configurations, especially Novell NetWare various fault tolerance Environment.
- Implementation & supporting of Windows 2008, Windows NT in single Domain & Enterprise Environment with various fault tolerance configurations.
- Implementation, Planning & Supporting of Windows NT with various Database server & Messaging servers like Microsoft exchange Server, MS-Proxy Server with all the client configurations.
- Implementation & Configuration of connecting various network Operating system like Novell NetWare, Windows NT.
- Implementation, Configurations & Troubleshooting of various Notebook PCs & also various Desktop PCs.
- Installation & maintenance of MS SQL 2000, 2005 & 2008 with Windows 2000/2003 Servers for database operations. Also take care of SQL Database Servers with MS SQL 2005/2008. Also worked on Object Oriented languages: SQL, PL-SQL
- To identify and solve the problems regarding Personal Computers like Acer & Wipro & also third party Personal computers like Compaq, Digital, IBM, etc.
- Installation, Configuration & Management of DHCP, DNS, IP management and Network management in large financial and banking sector.
- To identify, maintain and solve the problems in Dot Matrix, Inkjet, and also all the computer peripherals like storage devices (like DAT, CTD, CD-Writers, etc.), Multimedia devices, scanners etc.
- Responds to off hour calls using remote tools and phone or site visit in a regular support staff rotation in order to maintain a 24/7 computer operation

#### Aryans Info - India

##### Network Administrator

June 2004 - July 2005 (1 year 2 months)

Network Design with installation of PCs and Printers. Have to Take care of network and maintain it. Also maintain the security base issues.

- Troubleshooting network (LAN) problems and conflicts. Suggest improvements in speed of the operations and process to make systems foolproof.
- Configuring and Managing AD, Exchange, DHCP, Antivirus, Backup servers in the corporate network.
- Installing and maintaining various standard software as per requirements.

## Education

Nirma University

B.Tech, Information Technology · (2000 - 2004)

Siksha GRE