Parag Pansuriya

24 Elms Lane, Wembley London, HA0 2NN
Email: paragpansuriya@yahoo.com
Phone: 07723508428

Nationality: British
CRB: Yes
Full UK Driving License: Yes

Profile Summary	A confident and reliable IT Support engineer with extensive practical experience of working with computers/servers and resolving any support issues that were raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator can relate well with people at all levels and has the flexibility of working well as part of a team and on my own. Now Looking for a career advancement opportunity with a company that will challenge my problem solving skills and allow me to develop my knowledge & potential.

Professional experience

London Borough of Barnet/Capita (Rolling Contract)   **March 2012 to Present**
Role: IT Support Engineer / Network Support

> ➢ Maintain network infrastructure according to SLA.
> ➢ Maintenance of hardware and software issues according to Clients policy
> ➢ Installation, migration, deployment & troubleshooting network and related issues.
> ➢ Data backup, Encryption (PGP), RM server handling.
> ➢ Supervised all the network switching and routing.
> ➢ Installed and maintained 15 Core Servers and Configured Domain Controller and DNS/DHCP server. Installation through deployment, making Image to rollout through server using semantec ghost and WDS/MDT.
> ➢ Migrated and thoroughly documented the procedures to migrate from various environments to the latest version of Active Directory, Exchange, and Windows, Configuring Hyper V and VMware.
> ➢ Service desk call logging system management using Kaseya.
> ➢ Providing supports using remotely (Kaseya), telephone, email and visiting client's sites.
> ➢ Assisting the network manager with support requests been placed on support desk. Team lead of 5 members.
> ➢ Supporting a multi-site IT infrastructure of more than 100 users.
> ➢ Daily task including hardware and software system configuration, installation, repair and maintenance on Microsoft networks, PCs and printers, Configured antivirus software to fully protect IT environment.

Cambridge Education (Islington City Learning Centre) &Grafton Primary school (Rolling Contract) Nov 2009 to March 2012, Role: Network Administrator & Desktop Support

> ➢ Maintain the company's network infrastructure.
> ➢ Networking and providing support for Windows and Macintosh issues.
> ➢ Configuration and testing of any new hardware and software over server.
> ➢ Travelling to client sites to help with installs, deployment, & troubleshooting.
> ➢ Management of the daily data backup, retrieval scheme and Anti-Virus.
> ➢ Installing Windows Desktop and server operating systems.
> ➢ Assistance with training of staff and compiling procedural documentation.
> ➢ Assisting the network manager with support requests.
> ➢ Applying patches in accordance with company procedures.
> ➢ Responsible for hardware and software system configuration, installation, repair and maintenance on Servers, PCs and printers.

➢ Providing technical support via helpdesk systems for a wide range of internal & external applications.

Synerecis Info Solutions Ltd.   **(India - Ahmadabad)**
Jan-2006 to July-2008   **Role: I.T Support Technician**

➢ Sole onsite IT support for 70 user network.
➢ Managed all aspects of several network implementations including network planning, design, testing, documentation, deployment and maintenance of Windows based systems.
➢ Responsible for complete support, installation, maintenance and training for all network and system components.
➢ Developed training and support plans for 70 user network.
➢ Managed daily company operations and client accounts
➢ Responsible for hardware and software system configuration, installation, repair and maintenance on Microsoft networks, PCs and printers.
➢ Managed team with diverse backgrounds to consistently provide increased customer satisfaction and system performance.

Academic & Professional Qualifications	**MSC Computer Networks:** Sep 2008 - Nov 2009.
	Middlesex University, London - United Kingdom.
	
	B.E. Computer Science & Engineering: September 2001-Dec 2005.
	V.T.U University (India)
	Cisco Certification: Cisco **ID:** CSCO12287058.
	CCNA: Exam number – 640-802 Passed
	CCNP: ROUTE 300-101 – Passed
	         SWITCH 300-115 – Passed
	         TSHOOT 300-135 – Passed
	Juniper Networks Certification: Expired
	JNCIA-Junos: Exam number **–** JN0-101 **Candidate ID:** JPR188779.

Technical Skills & Proficiencies	➢ Configuration and troubleshooting various Network devices & routing protocols. ➢ Upgrade / recover IOS and Configuration file in different catastrophic situations. ➢ Securing the Cisco devices using access list. ➢ Installation and configuration of routers as Frame-relay switches. ➢ Operating Systems such as Windows 98/98SE/XP/Vista/Win7/Win8/Win10 ➢ Mac OS such as OS-X 10.5(leopard),10.6(snow leopard),10.7(lion) etc. ➢ Technologies & Protocols: TCP/IP, OSPF, EIGRP, BGP, RIP etc. ➢ Microsoft Server 2003/2008/2008R2/2012/2012R2/2016 & Microsoft Exchange & Microsoft Office 2003/2007/2010/2016 etc. ➢ Norton Ghost, Acronis-Backup & Recovery, Deploy Studio for Apple Computer, Configuration of Hyper V, Windows Image Ghosting etc. ➢ Hardware – Various series of Cisco routers & Switches, assembling and installation of computer systems and network printers. ➢ Remote Desktop, VNC, VPN, Net-Support Software etc.