

Curriculum Vitae

Chandan Kumar
Chandan.iitt@gmail.com

KH.NO.244/6
Front portion 2nd floor
Street no.4 Sangam vihar
New Delhi-110080

Mobile: 9654995837
Date of Birth: 15/03/1992

Career Objective

Seeking a challenging with a progressive organization that provides an opportunity to capitalize my technical skills & abilities in the field of information technology (IT). Good knowledge of implementing & troubleshooting Lan and Wan networks with hands on Routers & switch. Installing, supporting & maintaining servers and computers. Skilled Sr. Engineer EUS (End user support) with 5+ year of experience in IT Support.

ACADEMIC PROFILE:

| Year | Name of the Degree | Name of the Institution | Percentage |
|------|----------------------------|--------------------------------------|------------|
| 2014 | B. Tech [ECE] | IITT College of engineering, Punjab. | 73 |
| 2009 | B.S.E.B(12 th) | S.B.A.N College, Darhetalari, Arwal | 67 |
| 2007 | B.S.E.B(10 th) | P V Shakurabad, Jehanabad. | 63 |

TECHNICAL PROFILE:

- Completed the course of Cisco Certified Network Associate(CCNA) in NetworkKings IT Services Pvt. Ltd. Punjab.
- Successfully completed the course of Microsoft Certified Systems Engineer (MCSA) from SikhoLive Online IT Training & Education, Lucknow.

CERTIFICATION:

- CCNA Certification** **2020 from NetworkKings IT Services Pvt. Ltd. Institute**
- MCSA Certification** **2022 from SikhoLive Online IT Training & Education**

TECHNICAL SKILLS:

❖ **Networking:**

- Cisco Router - 2900, 3900, 1841, 2821, 2921 and 1861.
 - Cisco Switch - 1900, 2900, 3850, 3750 Series.
 - Routing protocols: RIP, EIGRP, OSPF, Basic BGP, Static.
 - Switching: VLAN, STP, VTP, DTP, Etherchannel (PAGP, LACP), Port Security
 - Redundancy Protocol: HSRP, VRRP, GLBP
 - Other: DNS, DHCP, TCP/IP, NAT, IPv4 and IPv6, VPN, Access Point, WLC.
- ❖ **Key Skills:** Routing- RIPV1, RIPV2, OSPF, EIGRP, BGP, Static Routing, Trucking, ACL, NAT, PAT, Switching-Spanning Tree, Etherchannel, VLAN, Subnetting, Inter VLAN, OSI Model and IP Addressing (Class A, B, C, D, E), Port Security, Syslog Basic firewall, MPLS, VPN (Site to Site and Remote access VPN), VRF (virtual routing and forwarding).

❖ **. Windows System Administrator:**

- Installing windows server 2008/2012/2016/2019/2022
 - Managing User Account and profile, Managing Access to Resources, Group policies, RAID configure, Backup & Restore, etc.
 - Installing A.D.D.S, CDC, ADC, DC, installing and managing Hyper-V, Managing small LAN Network. Configure Windows Server Update Services (WSUS) server and Storage Technology RAID, RIAD configuration and Data Deduplication, ISCSI Initiator Configuration. Implement Active Directory Ce
 - File server resource manager (FSRM) and server message block (SMB) configuration, configure and enable Bit locker, configure Remote Desktop (RD-WEB),
 - Understanding WEB services, Installing IIS Services and FTP. Installation of Print and document services, windows server Backup.DHCP Server configure and backup
 - understanding-and-managing-sharing-of-data, Installing windows deployment service,
 - FSMO Roles, Web services FTP, VPN, NAT Routing.
- ❖ **Key Skills:** Server OS, Active Directory, DNS, DHCP, Storage, Server Security.

PROFESSIONAL EXPERIENCE:

- **Microland Limited**

Clint Site: Kotak Mahindra life insurance company Ltd.

Sr. Engineer EUS (End user support) from 7 Jan 2019 – Till Date

- **Vayam Infosolution Pvt. Ltd. (WIPRO)**

Clint Site: Sun pharma, Gurgaon

Desktop Engineer from 12-Aug 2016 to 22- May 2018

- **IMSI India Pvt. Ltd. (IBM)**

Clint Site: Godrej Properties, Gurgaon

Desktop Engineer from 12-Oct 2018 to 31- Dec 2018

ROLES & RESPONSIBILITIES:

- Installing, configuring and supporting network equipment including routers, switches, DNS and DHCP
- Maintaining corporate Network and systems infrastructure including the Cisco L3 & L2 switches Wi-Fi setup. Installing, supporting and maintaining servers and computers. Install patches and updates. Installing new hardware (servers, printers, computer workstations, etc.). **Experience with configuring and troubleshooting client VPNs as well (for desktop/laptop/mobile devices). Configuration & backup of network devices. Monitoring & analysis of configured logs captured for all Networking equipment through PRTG Software. Backup and restore during device replacement and OS validation.**
- Troubleshoot connectivity issue, verify and validate link errors. create incidents upon alert validation in the monitoring tool. Monitoring LAN, WAN traffic.**
- co-ordination with different ISP's for WAN related solutions.
- Configure network devices for remote access using SSH. Setting up user accounts, permissions and passwords. Creating and restoring system backups. The configuration of routing and switching equipment. Overseeing security of all systems, especially the internet, and installing antivirus protection
- Fixing network faults, Network maintenance, Technical support for people using the network
- Quickly resolve any system failures and troubleshoots issues, Create and verify backups of data.
- Manage user accounts, credentials, permissions, access rights, storage allocations, and active directory administration
- Upgrading, installing, and configuring application software and computer hardware
- Troubleshooting and providing technical support to employees, Day to day admin and monitoring of network use. Troubleshoots network problems.
- Creating and managing system permissions and user accounts, performing regular security tests and security monitoring.
- Remote troubleshooting and fault finding if issues occur upon initial installation
- Remote support of on-site engineers and end users/customers during installation.
- Securing network systems by establishing and enforcing policies, and defining and monitoring access. Guide users on remote support via Lync, Team Viewer, SCCM, Any desk.
- Co-coordinating with 2nd and 3rd level support team in system down time.
- Troubleshoot the customer issues related to network.
- Managing User Account and profile, Group policies

PERSONAL KEY SKILLS:

- Good Analytical and problem solving skill.
- Self-Motivated, Self-Reliant and a Quick Learner.
- Ability to work with the team as well as individually.
- Team Management.
- Open to learning and exploring new avenues available to match my skills.
- Ability to adapt to changing environments

PERSONAL DETAILS:

| | |
|-------------------|---|
| Full Name | Chandan Kumar |
| Father's Name | Ajay Prasad |
| Sex | Male |
| Date of Birth | 15 th March 1992 |
| Permanent address | Vill+Post- Shakurabad, Jehanabad(Bihar) |
| Languages Known | English, Hindi. |

DECLARATION

I hereby declare that the information furnished above is true, correct and complete to the best of my knowledge.

PLACE: New Delhi

DATE: 22/07/2023

Chandan Kumar