RAKESH SHARMA (DOB : 9 Aug1997)

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Summary:

- 6+ years of experience in Server installation, configuration, upgrading ,routers, switches and maintenance.
- Expertise in Windows Desktop Support & Administration

Skills:

Operating Systems & Servers	Windows 7/8.1, Windows Servers 2012/2016/2019/2022, Hyper-V, MacOS
Networking	TCP/IP, SMTP, IMAP, POP, Active Directory, DHCP, Windows VPN, Sophos, RDP, Manage L3 Switches, routers, DNS, DHCP
Emerging Skills	Windows 8.1/10/11, Window Server 2012, Proxy Management, Cloud Servers, Office365, Intune, Azure AD, Data Migration, Outlook 2013/2016, NAS Drive, Hyper-V, Hetzner, FTP
Backup Solutions	Windows server backup, Veam tool

Professional Experience:

INTRICS SOLUTIONS Pvt. Ltd., Noida   **June, 2017 - present**
System & Network Administrator-L1/L2

- Providing L1/L2/L3 Helpdesk Support for system & server administration related issues.
- Installing, and maintaining network printer
- Collaborate with Internal IT Support teams for fixing reported IT incidents.
- Maintain Asset Register i.e., Inventory
- Manage Proxy Servers for various clients.
- Working as Cloud Administrator for Hetzner, involved in configuring virtual machines on Hyper-V.
- Remote login to Virtual Machines to troubleshoot, monitor and deploy applications.
- Implementing & configuring Active Directory services on Windows 2012 servers.
- Provides Windows server systems architecture, administration, installation, optimization, problem isolation, and resolution.
- Remote desktop and Remote assistance
- Working on a ticket system on service now or helpdesk
- Manage IT-related issues remotely (WHF)
- Always Providing a high level of user service
- Setup video conferencing device and for US call
- Manage all the new joining processes.
- Managing & supporting development teams with their requirements
- Handling WHM panel for domain and email group
- Manage routers, switches, Trobuleshooting.
- Configure users, groups, group policy objects, service accounts, and application layer services Installing, configuring, and maintaining window FTP server.
- Created user IDs, roles, groups OU's, on Local AD Server
- Managing Group Policy Objects (GPOs) & OU's throughout the Active Directory (AD) enterprise
- Developed organizational units in Active Directory (AD) and managed user security with group policies.

Education:

- Microsoft Certified Solutions Architect (MCSA)
- Bachelor of Arts - Himalayan Garhwal University
- 12th – NIOS
- 10th – Greenfields Public School, Delhi -91 (CBSE)