GURPAL SINGH

GURPAL.SINGH01@HOTMAIL.COM
(201) 770 7699

Diligent, results-driven, and customer-oriented Network Engineer with over 9+ years of experience. Highly motivated, resourceful, and skilled in Network Architecture, Server Implementation & System Administration, Technical & Functional Troubleshooting & Maintenance, and Customer Service

CERTIFICATIONS

CompTIA A+ Certified Technician
Microsoft Certified Solution Associate (MCSA)
Cisco Certified Network Association (CCNA)

EDUCATION

Masters in Computer Application (MCA)
I.K. Gujral Punjab Technical University
Hoshiarpur, Punjab, India
2015 – 2018

Post-Graduation Diploma in Computer Application (PGDCA)
Karnataka State Open University
Ludhiana, Punjab, India
2013 – 2014

Hardware and Network Engineer Diploma
Jetking Infotrain
Ludhiana, Punjab, India
2011 – 2013

Bachelor of Arts
Eastern Institute for Integrated Learning Management
Ludhiana, Punjab, India
2009 – 2012

CORE COMPETENCIES

System/Network Administration
Hardware & Software Implementation & Maintenance
Strategic Management & Leadership
Installation & Configuration
Technical Troubleshooting
Customer/Technical Support
Server Management
Network Security
Data maintenance
Backup & Recovery
Training
Group Policies

AWARDS

Trailblazer Award (LTTS, 2020)
- IT Systems & Processes Excellence Award

PROFESSIONAL EXPERIENCE

Level I/II Network Operations Center Engineer | Lincoln IT   NYC | FEB 2021 TO PRESENT
- Provide level 1 and level 2 server and workstation support for clients of varying sizes across industries including medical, financial, real estate and non-profits.
- Support Citrix Xen Environment and VMWare ESXi for virtual desktop environments
- Office 365 administration including mailbox creation, mail flow management, shared resource permission, and public folder setup
- Managed Windows Server 2008/2012/2016
- Backup and recovery of Files, Servers and SQL Databases
- Documentation of procedures within IT Glue
- Advanced use of ConnectWise and N-Able to perform day to day duties and reporting
- Manage security end-point applications, including Trend Micro, Sophos and Symantec
- Manage and configure Cisco Meraki Access points, firewalls and switches.
- Configure and setup site-to-site VPN and client VPN solutions with Meraki and SonicWall Firewalls.

IT Help Desk Engineer | Larson & Toubro Technology Services (LTTS)
EDISON, NJ | SEP 2019 TO FEB 2021
- Maintained and managed hardware and software inventory for all US based offices through our main office data center.
- Actively maintained DHCP, Local + Azure Active Directory, and File Sharing Server with Windows Server 2016.
- Configured Cisco ASA (5516, 5525) Firewalls via SSH, ASDM, and FMC.
- Initially designed and maintained an Accops VPN environment for all users working with US based clients.
- Supporting critical data backups through Commvault Backup solutions.
- Designed, validated and implemented LAN, WLAN & WAN solutions.
- Set up VLANS and configuring ISL trunk on Fast-Ethernet channel between switches

IT Support Technician | DP Tech Group   CHICAGO, IL (INDIA BRANCH) | DEC 2015 TO MAY 2018
- Responsible for deploying and managing Windows 2008 R2 Server, Windows 2012 Server, and Windows 2016 Server on host and Hyper-V virtual machines.
- Expertise in design, architecture, and implementation of LAN/WAN networks.
- Setup, configured, and managed cloud and local backups through Cloudberry Backup & Backup Assist for disaster recovery purposes.

Technical Trainer | Jetking Infotrain   LUDHIANA, PUNJAB, INDIA | FEB 2013 TO NOV 2015
- Prepared and delivered lectures to undergraduate students on topics such as computer hardware, computer client and server operating systems, subnet network management, and Cisco router and switch configurations including RIP, OSPF, EIGRP, and BGP.

TECHNICAL SKILLS

Platforms
Windows 7/8/10,11 Windows Server 2008 R2/2012/2016/2019, Exchange Server 2013/2016, Cisco IOS

Networking
Protocols: IP (TCP/UDP), ICMP, ARP, FTP, SMTP, HTTP/S, POP3, IMAP and Firewalls. Installation and configuration of DHCP, Web Server, DNS, Terminal Server, Active Directory, FSMO Roles, WDS, and RMS. Troubleshooting with understanding of Group Policy, WSUS, Branch Cache, Bit Locker, Virtualization, Exchange Server, etc.

Tools
Cisco Router + Switches, Cisco ASA Firewalls, Cisco Meraki Access Points, VMWare + Hyper-V Virtualization, Windows PowerShell, Microsoft Azure AD, Microsoft Intune, MS Office & Internet Applications, Amazon Web Services, Commvault Backup, Accops VPN, TeamViewer, WebEx, Data Loss Prevention (DLP)