

**PRAJWAL POKHAREL**  
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### Summary (6+ Years of Experience)

- Experienced and proficient in installation, configuration, and troubleshooting in simple and complex software, windows server, network connectivity and PC, LAN, WAN, Desktop computer system, and hardware peripheral
- Responsible for maintaining, administering, and analyzing Windows based servers, desktops, Active Directory, Backup and application.
- Install configure and Maintain DNS, DHCP and Network Devices as required
- Establishing and Manage User Accounts in Windows Servers 2003/2008/2012, Create/Maintain Users/Passwords, File Access Permissions, group policies, upgrading of systems software
- Configure, test, implement and manage Security patching application.
- Assist the Help Desk with problems related to the Windows operating environment and Windows based applications. Configure, test, implement and manage Group Policy setting.
- Assist with the setup of new branches and updates to old branches
- Assist with the installation and troubleshooting of enterprise applications
- Equipment tracking and refresh/upgrades under corporate direction. Record and maintain hardware and software inventories, site and/or server licensing, and user access and security as part of equipment tracking.
- Coordinate with corporate IT staff to research and develop changes and configurations when needed.
- Research and recommend hardware and software development, purchase, and use.
- Write and maintain system documentation (IT procedures and user FAQs) and system problems and resolutions for future reference (root cause and NOC notifications).
- Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure add new services as necessary.
- 24 x 7 operation support for all LAN operations

### EDUCATION

- Computer Network Technician
- Bachelor of Science in Information Technology

### CERTIFICATIONS:

- CompTIA A+, Network +, MCP, MCTS, MCSA

### TECHNICAL SKILLS:

Windows Tools	Configuration of Windows Server 2003/2008, Installation and configuration of Active Directory
Operating Systems	Windows Server 2003/2008/2012, Windows 10/7/XP
Networking	Firewall, Proxy Servers, TCP/IP, DNS, DHCP
Active Directory	Installation, Configuration and Troubleshoot, Deploying and Troubleshoot GPOs, Active Directory Right Management Services

## WORK EXPERIENCE:

### HCL America INC

(Client: Hilmar Cheese Company)

Nov 2020 – Oct 2022

Consultant

#### **Roles & Responsibilities:**

- Assist the Help Desk with problems related to the Windows operating environment and Windows based applications
- Help with equipment tracking and refresh/upgrades under corporate direction. Record and maintain hardware and software inventories, site and/or server licensing, and user access and security as part of equipment tracking.
- Install and configure software and hardware.
- Set up accounts and workstations.
- Responsible for supporting / maintaining windows server 2003/2008
- Manage, upgrading Windows Active Directory and day to day AD operation
- Configured and Monitored Group Policies and OUs.
- Created Users Accounts and groups in Active Directory.
- Create, change, and delete user accounts per request.
- Assist with the setup of new branches and updates to old branches
- Assist with the installation and troubleshooting of enterprise applications
- Coordinate with various groups and perform troubleshoot on all production problems and provide resolution.
- Answer customer inquiries regarding computer software and hardware operation to resolve problems.
- Oversee the daily performance of LAN, WAN.

### Avacend Inc Alpharetta, GA,

July 2019- Oct 2020

Junior System Administrator

#### **Job Responsibilities:**

- Manage Windows Server 2012/2008 environment with a team of other Windows administrators.
- Provide end users with hardware and software support on time within the support SLA.
- Built installed and configured servers managed them remotely for software upgrades and patches. Tested antivirus updates, OS patches in test environment before deployment.
- Manage projects through all stages of the life cycle. Research, estimating, cost analysis, vendor comparison, testing, implementation, remediation, and closure.
- Conducted in-depth analysis of all systems, creating new system level requirements, architectural and functional specifications to streamline all system operations.
- Single point of contact for end users during router/switch and POS installation. Documented and reported findings to facilitate problem resolution.
- Managed and oversaw all technical aspects of retail-store build-out including creation of schedules, documents, guides for contractors, vendors, and consultants.
- Prepared configuration documents for routers, switches and access points.
- Implemented Virtual Box Solutions for infrastructure consolidation.
- Supported business IT needs which included POS issues, IP networking issues and disaster recovery

### ABS, Dallas,TX

August 2018 – Jun 2019

Support Technician

#### **Roles & Responsibilities:**

- Install and configure software and hardware.
- Set up accounts and workstations.

- Responsible for supporting / maintaining windows server 2003/2008
- Created User Accounts and groups in Active Directory (AD).
- Create, change, and delete user accounts per request.
- Manage network servers and technology tools.
- To proactively provide information to users on the progress of outstanding support calls
- Utilize support desk software effectively ensuring the maintenance of records are regularly updated
- Monitor unassigned support tickets and assign them across the team appropriately
- Upgrade systems with new releases and models.
- Provided technical support to office employees regarding the new technologies.
- Performed hands on administration, monitoring, and troubleshoot Local Area Network (LAN), Wide Area Network (WAN), windows server resulting in optimum performance and minimum downtime.
- Involved and troubleshoot the issues related to Desktop and Server System.
- Maintained security of databases and related equipment.
- Upload the database as required.
- Enter the clinical data records in internal software (M+).
- Keep track of equipment's by scanning their barcodes labels.

### **Universal Hospital Services, Dallas,TX**

**Apr 2016 – Sep 2018**

**Hospital Support Technician**

#### **Roles & Responsibilities:**

- Set up accounts and workstations.
- Configuration of users profiles.
- Modifications of accounts and permissions on Active Directory.
- Troubleshooting various software including Microsoft Office Applications.
- Troubleshoot Laser Printers, MFPs, And Print Servers.
- Manage equipment inventories and replacement of equipment as needed.
- Maintained security of databases and related equipment
- Enter the clinical data records in internal software (Incare Management System).
- Keep track of equipment's by scanning their barcodes labels.
- Developed and maintained different databases for office activities.
- Verify the entered data by using different tools.
- Provided technical support to office employees
- Developed and maintained different databases for office activities
- Monitored onsite/remote Network/Hardware Status and investigated systems that were not responding.
- Oversee the daily performance of LAN, WAN.
- Responsible for Backup, Disaster Recovery, Implementation and testing
- Coordinate with various groups and perform troubleshoot on all production problems and provide resolution.

### **Asher College Dallas,TX**

**Oct 2016 – Nov 2017**

**PC / Desktop Admin**

#### **Roles & Responsibilities:**

- Responsible for supporting / maintaining windows server 2003/2008
- Created User Accounts and groups in Active Directory (AD).
- Create, change, and delete user accounts per request.
- Apply OS patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configure / add new services as necessary.
- Install and upgrade of Microsoft Operating system and its peripherals.
- Develop and maintain installation and configuration procedures
- Oversee the daily performance of LAN, WAN.

- Perform ongoing performance tuning, hardware upgrades, and resource optimization as required. Configure CPU, memory, and disk partitions as required.
- Coordinate with various groups and perform troubleshoot on all production problems and provide resolution.
- Answer customer inquiries regarding computer software and hardware operation to resolve problems
- Enter commands and observe system functioning to verify correct operations and detect errors
- Set up equipment for customer use, performing and ensuring proper installation of operating systems and software
- Install and perform minor and major repairs to hardware, software, and peripheral equipment, following design or installation specifications
- Read technical manuals, confer with customers, and conduct computer diagnostics to investigate and resolve issues

**Airserv Corporation Dallas,TX**

**Jun 2015 – Sep 2016**

**Technical Support**

**Roles & Responsibilities:**

- Involved in day to day support, related to IT Training, Documentation, Co-Ordination with the Team Members.
- Configured and Monitored Group Policies and OUs.
- Created Users Accounts and groups in Active Directory.
- Create, change, and delete user accounts per request.
- Coordinate with various groups and perform troubleshoot on all production problems and provide resolution.
- Answer customer inquiries regarding computer software and hardware operation to resolve problems
- Install and configure software and hardware.
- Set up accounts and workstations.
- Oversee the daily performance of LAN, WAN.