**VAIBHAV KHAIRNAR**

**Information Technology Officer**

**Mobile:** +971-552776499

**Email:** vaibhav.khairnar@gmail.com

**Location:** Dubai Production City, Dubai, UAE (UAE Driving License Holder)

### Objective:

To obtain the senior position that will allow me to utilize my technical skills, **as holding years of IT client support experience** and **ability in making an organization successful**.

### Career Summary:

Result oriented IT professional offering **11+ years of experience in IT Helpdesk, Infrastructure and Administration.** Highly skilled in network planning and analysis with strengths in project management. Extensive background and interpretation efficiency, software quality management, built a successful career in IT operations and customer services that can make a positive contribution, also holding 5 years of Technical Teaching experience.

### Core Skills:

* IT Infrastructure
* IT Help Desk
* IT Administration
* IT Operations
* Windows Administration
* Network Administration
* Outlook Administration
* MS Office Administration
* Windows, Mac, iOS
* Quality Assurance
* Certified Internal Auditor
* Customer Support

### Professional Skills:

* Leadership Management
* Team Management
* Project Management
* Interpersonal Skills
* Problem Solving
* Decision Making
* Communication Skills
* Training & Coaching
* Customer Services

### Achievements:

* Certificate of Appreciation for the outstanding onsite engineer from State Bank of India
* Promoted to the escalations calls as trained from the HCL and Lipi Printers
* Promoted to do the ISO Audits for the various institutions
* Promoted to the US Team Department to manage the various Windows Servers on the client side
* Promoted to the US Staffing Team for the live assistance due to excellent performance
* Transferred to the onsite clients due to excellent performance and communication skills

### Work Experience:

***Information Technology Officer Aug 2018 - Present***

**Charisma Productions FZ LLC Dubai, UAE**

* To provide the complete IT support to onsite and remote users
* Complete Windows and Network administration
* Installation, management and maintenance of Windows, Mac, Networking Devices and Printers
* To manage the IT infrastructure and operations for the flexibility of the work
* Installation, setup and configuration of Microsoft Outlook and Office 365 for laptops, desktops and mobiles
* Configuration of Active Directory Services, User Creation, Group Policies, Shared Folders and Permissions
* To configure, manage and monitor Fortinet Firewall with Cisco & D-link manageable switches and extensions
* To process the technical acumen, troubleshooting accurately and providing effective solutions to problems
* Responsible for updating and monitoring IT user accounts, keeping up to date with the administration tasks including Kaspersky Antivirus for desktops and servers
* Responsible for planning, testing, tuning, configuration and setup of IT procurement
* Collaborating with LAN team to plan, configure and implement network infrastructure in addition to planning, designing, configuring and implementing the wireless networks
* Developed and maintained complete IT infrastructure documentation ensuring accurate records
* Weekly meet with the Technical Director for the future requirements and projects
* Vendor co ordination for the IT accessories and IT purchase

***Quality Assurance Executive Jan 2016 - May 2018***

**Aress Software & Education Technologies Pvt Ltd Nashik, India**

* Conducted the Quality Audits for the assigned Phone, Chat and Ticket agents
* Provided training to call, chat and email agents, assisted in solving hardware/software related queries
* Periodically reviewed the training modules, made necessary improvements as per requirements
* Produced regular detailed reports and submitted to management within timelines
* Coordinated and facilitated agent feedback sessions for the team members to train and mentor new and underperforming team members
* Monitored and controlled SLA, trends and any deviations in the project
* Managed multiple teams/projects, defined work requirement, roles and responsibilities
* Used quality monitoring system to audit and to track the team and individual performances
* Interacted with corporate users, answered calls and advised technical queries, provided solutions
* Provided the expert advice to the developers on the enhancement of the product based on requirement

***Head of the Department Jul 2015 - Dec 2015***

**Late Annasaheb Patil Polytechnic Nashik, India**

* Conducted the departmental meetings for smooth functioning of academics
* Interacted with the Management for betterment of the academic process
* Responsible for conducting Industrial Training, performing extra activities and student association

***Subjects Taught:***

* Computer Hardware and Networking
* Digital Communication
* Entrepreneurship Development
* Project Practices

***Achievement:***

* Conducted the workshop on Career Guidance, Personality Development, etc
* Conducted a seminar on computer hardware and troubleshooting

***Assistant Professor Feb 2011 - Jul 2015***

**Sandip Institute of Technology and Research Center Nashik, India**

* Taught the computer related subjects and conducted the practical’s
* Managed and maintained the practical labs for smooth conduction of practical’s
* Completed the assigned task by the HOD, Principal and Management within a timeframe

***Subjects Taught:***

* Computer Networks
* Digital Communication
* Antenna and Wave Propagation
* Communication Skills
* Industrial Management
* Optical Fiber communication

***Special Achievements:***

* Promoted as Chief Co-ordinator and Editor for the Annual College Magazine due to excellent literature
* Promoted as a Media Co-ordinator and Training & Placement Co-ordinator due to overwhelming performance

***System Administrator Jun 2008 - Dec 2010***

**Core Technologies Mumbai, India**

* Managed the in-house IT infrastructure in the Head office and multiple remote locations
* Provided the effective system administration, including installing and configuring windows server, ensuring connectivity and maintained optimal performances
* Installation and configuration of Windows Domain Controller and Networking Services like ADS, DHCP, DNS, IIS and VPN
* Installation, Configuration, and troubleshooting of Microsoft Windows Server, Windows Exchange Server, Mail Server, Media Server and ERP & CRM Server
* Performed tasks like adding, removing and managing user accounts, permissions, policies and network share
* Managed the leadership and directed the IT team in the planning, organizing and implementation of projects
* Provided the remote support to the corporate clients through Remote Desktop Support and Team Viewer
* Analyzed various IT requirements within company and given independent and objective advices
* Installation and Maintenance of company-wide Oracle ERP, CRM servers, HR and payroll application
* Design, Installation & Support for all networks LAN, WAN, VLAN, VPN, Voice Network, hardware & software related patches, switches, routers, and network access points

***System Administrator Nov 2006 - Jun 2008***

**Katalyst Business Solutions Pvt Ltd Mumbai, India**

* Used ticketing helpdesk system to analyze the issues priority
* Installation, configuration, administration, management, troubleshooting and monitoring of various desktops, laptops, mobiles, switches, firewall and servers
* Installation client-server setup with the required network services like DNS, ADS, IIS, FTP, VPN and VMs
* Managed documents, reports and action plan development in IT operations
* Responsible for managing members team of Technical Support, Network/ Software/Hardware support
* Responsible for planning and implementation of additions, deletions and major modifications to the supporting regional infrastructure.
* Oversees troubleshooting systems backups, archiving and disaster recovery and provides expert support

***FMS Engineer Feb 2006 - Nov 2006***

**PCS Technology Ltd Mumbai, India**

* Installation, configuration and maintenance of all onsite computers with the various applications
* Installation and management of Fax Machines and Printers of all the multiple brands
* Configuration and maintenance of Mail/Messaging Management (Outlook, Lotus Notes, etc)
* Installation and Troubleshooting of LAN, WAN Switches and routers
* Managing the Inventory with the documentation and Vendor Co-ordination

***System Support OJT Engineer Jul 2004 - Jan 2006***

**HCL Infosystems Ltd Mumbai, India**

* Installation, configuration and updation of desktop, laptops and printers
* Installation and troubleshooting of multiple windows operating systems, software and applications
* Installation, setup and support to Microsoft Outlook and Outlook Express
* Design and implementation of custom based LAN, WAN and wireless solutions over the enterprise network
* Managed and optimized UTM firewalls, Routers and switches

***Customer Support Engineer Dec 2003 - Jul 2004***

**Faxtel Systems India Pvt Ltd Mumbai, India**

* Responsible for the routine visits and performance monitoring of the outside IT infrastructure clients
* Installation and management of desktop computers, laptops printers and fax machines
* Installation and maintenance of branded computers like IBM, ACER, PCS and HCL
* Installation, troubleshooting and supports of various windows operating systems
* Troubleshoot and resolved complex issues related to computer hardware and printers

### Education:

* **Master of Technology**: RGPV University, Bhopal, India securing 82.70%
* **Bachelor of Engineering**: NMU University, Jalgaon, India securing 65.93%

### Certifications:

* **SSGBM:** Certified Six Sigma Green Belt Master from Vskills (ICSIL), India
* **Certified Internal Auditor:** Quality Management System (ISO 9001:2008) from Shree Consultants, India
* **ADCA:** Advance Diploma in Computer Applications from Real Computers, India
* **MCP:** Microsoft Certified Professional (Windows Servers) from NIIT, India

### Languages Known:

* English
* Hindi
* Marathi

### Personal Details:

* UAE/India DL Holder
* 7 January 1982
* India

### Professional References:

* Available upon request.