**Nikhil Kumar Dev**

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**Education**

**Title of Course [2020-2021]**  
Name of Training   
Title of Academy

**Microsoft Certified Web Professional [2028 – 2024]**  
Graphics Designer and Web Administrator  
Australian Example of Programming Business

**High School Course [2023 – 2021]**  
12th science   
Arniko Awasiya Secondary School

**Skills and Competences**

**Full Stack Website Developer**

**Front End:** HTML, CSS, JavaScript, SASS, SCSS, LESS, SEO React, Angular, Knockout, jQuery Bootstrap, REST, Graph QL, AJAX/API, Responsive Design, WC3

**Back End:** NodeJS, PHP MySQL, MongoDB, SQL, no SQL Apache, Express, IIS, Webhooks

**Platforms:** Amazon AWS, Linux, Windows, Cloud, Automation, Custom

**Frameworks:** WordPress, Joomla, Presta Shop, Shopify, Stripe, PayPal, Git hub

**Management:** Google Analytics, Ad words, Facebook Ads, Web Masters, etc

**Full Stack App Developer**

**Platforms:** iOS Development, Android Development, OS Development

**Front End:** React Native, JavaScript

**Back End:** Integrated platforms, IE, Custom, WordPress, Drupal, etc

**UX and UI Designer**

**Platforms:** Adobe Photoshop, Sketch, Figma

**UI:** Website Mock-ups, App Mock-ups, Infographics, Stylesheets, Logos

**UX:** Wireframing, Workflow Diagrams, Technical Specifications **Employment History**

**Position Title [2011 Mar – Current]  
The Name of the Business**

* Plan the direction and future for IT in accordance to the business continuity plan.
* Plan and forecast the organisation’s annual IT Budget
* Manage and administer all of the organisations IT infrastructure and provide support for over 350 metropolitan and regional staff.
* Develop and document IT projects, procedures, configurations, installations, infrastructure, backups and security.
* Installed and configured new and existing IT systems, including software and hardware.
* Technical lead for all major projects and high level support tickets.
* Responsible for team of 5.
* Train, supervise and assist Level 1 and 2 Helpdesk and IT support staff

**Achievements:**

* Lync 2013 environment installed and deployed to all local and regional staff
* Storage Array upgrade from NetApp to EMC VNX:
  + Identify requirements for upgrade. Select product to purchase, and then perform upgrade to minimize costs, e.g. hardware setup, deployment and data migration
* Blade Cluster installed for HP c7000 and then upgraded to Cisco UCS:
  + Installed VMware vSphere and ESX 4.1 and upgraded to ESXi 5 & Veeam Backups
* Network Restructure plan and implementation:
  + Internet Provider migration for primary and remote sites onto MPLS network
  + IP, DNS, NS, Subnet, VLAN and Access Firewall restructure and upgrade
* Disaster Recovery creation and annual testing:
  + SAN setup with Data Replication between Primary and Secondary sites
  + Failover testing including documentation and user acceptance testing
* Backup Structure upgraded and documented for recover
  + Layered backups implemented using Veeam, Backup Exec, VMware & Windows
  + Documentation for recover of all systems for non-technical personal

**Other Achievements:**

* Enterprise Vault email archiving installed & Microsoft Exchange Server upgrade
* Citrix Farm Upgrade from XenApp 4.5 to 6.5 and configured with NetScalers VPX’s
* Windows Domain Upgrade 2003 to 2008 and then to 2012
* Firewall upgrade Cisco ASA and ISA to Microsoft Forefront TMG and Checkpoint
* Install Mobile Device Management XenMobile
* Vulnerability Testing and conducting follow up security updates
* Install and setup of SCCM 2012 for deployment of images and software

**Position Title [Apr 2010 – Jul 2011]   
The Name of the Business**

* Provide on-site and remote technical support to 100+ clients ranging from large corporate bodies to private home users.
* Provide over the phone support for clients to address software, hardware and network issues and assist clients through using remote software.
* Troubleshooting and resolving level 2 and 3 technical problems.
* Conduct VMware ESX installation, configuration and management.
* Conduct communications cabinet installation, including fibre optic and cat6 patching, UPS, wireless switches and servers.
* Conduct server installation and software deployment.
* Assist with large scale SOE machine deployment.

**Position Title [Jan 2008 – Jan 2010]  
The Name of the Business**

* Provide technical support and maintenance for 900+ users over 400+ systems using Active Directory, IIS, DNS, Microsoft Exchange Server and Windows Server 2008.
* Troubleshoot and resolve technical issues relating to hardware, software and network faults within short deadlines.
* Liaise with teaching and administration staff on a daily basis to resolve arising IT risks and issues.
* Conduct large scale SOE roll outs.
* Assist in development and documentation of I.T. policies and procedures for current and future IT operations.

**Position Title [Nov 2007 – Jan 2008]  
The Name of the Business**

* Provide technical support and maintenance for 800+ users and 200 systems.
* Troubleshoot and resolve software, hardware and network issues.
* Assist with infrastructure upgrades and conducting maintenance.

**Additional Skills and Interests**

**Language:** Fluent in English, Hindi & Nepali

**Hobbies:** Badminton, Chess, Snowboarding

**Online:** Youtube