HARIGOPAL CHARI

SYSTEM ENGINEER

CAREER OBJECTIVE

System Engineer with 6+ years of experience I want to secure a challenging position that allows me to get perfection in the field of IT. So, I want to work with a progressive organization where I can utilize my knowledge & and skills for the mutual growth of the company & and me.

Areas of Expertise

- Administering Windows Server 2008 R2, 2012 R2, and 2016.
- Managing Active Directory Domain Control, including user management and policy enforcement.
- Expertise in firewall administration with Sophos, Cyberoam Enterprise Firewall, and Inventum Enterprises.
- Hands-on experience in managing Escan & K7 Antivirus Servers.
- Proficiency in Office 365 administration, encompassing user management, license assignment, and user modifications.
- Administration of computer systems in various environments such as labs and departments.
- Network administration expertise, covering both LAN and WiFi setups.
- Deployment of operating systems using WDS.
- Deployment of Windows Updates using WSUS.
- Served as a Level 2 Technical Help Desk Representative, providing extensive IT support to technical personnel globally.
- Managed call flow efficiently and provided clear and concise technical assistance.
- Experienced in utilizing the ServiceNow ticket management system.
- Skilled in handling service requests and performing installations/uninstallations of approved software and configurations.
- Recordkeeping and User Progress Communication

CONTACT

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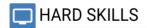
LinkedIn:
www.linkedin.com/in/harigopal-chari-a61995219

SOFT SKILLS

Adaptability

Collaboration

Strong Work Ethic

HARD SKILLS

Windows Troubleshooting.
Office 365.
Network Issues Resolving
IT Infrastructure Management.
Windows Group Polices.
Network patching.

Certifications

Microsoft office 365

administration training.

💼 EXPERIENCE

SYSTEM ENGINEER

Edifice Education Service Pvt Ltd from-17-10-2022 – Present

- Skilled in monitoring Windows Server as well as DHCP & DNS Servers.
- Proficient in maintaining firewalls and managing user creation within captive portals.
- Capable of troubleshooting desktop and laptop OS issues using ticketing systems.
- Skilled in handling service requests and performing installations/uninstallations of approved software and configurations.
- Experienced in Active Directory management and OS installation using WDS (Windows Deployment Services).
- Knowledgeable about Local System policies and Group policies.
- Proficient in managing TP-Link Wi-Fi cloud dashboards.
- Proven track record of promptly responding to and resolving support tickets.
- Effective interaction with personnel at all levels to address various technical issues related to personal computers.
- Skilled in resolving technical hardware and software issues.

SYSTEM ADMINISTRATOR

Surana Education Institutions, Bangaluru, from April-18-2018 to 15-10-2022

- Administering Windows Server 2008 R2, 2012 R2 and 2016
- Monitoring, configuring, and maintaining Windows systems and servers.
- Active directory services
- Managed Group Policy Objects (GPOs) throughout the Active Directory (AD) enterprise.
- Providing technical support for staff and back-end system users
- Troubleshooting system and server errors.
- Monitoring system performance.
- Managed Network Security using Enterprise Firewall and Antivirus
- Experience in administering Office 365
- Office 365 admin center User creation, modification of users, and assigning licenses to the users.
- Office 365 Domine maintenance.
- Outlook Installation and configuration.

📚 EDUCATION

BCA / Computer Science

BVB College,

Gulbarga University,

Bidar- 2013-2016

(68.7% Percent)

MCA / Computer Science

IGNOU, Bengaluru

20021 – 2023

<u>Personal Details</u>

Full Name: Harigopalchari

Father Name: Jagadish chari

Nationality: Indian

DOB : 27-05-1991