Sagar Arun Patil
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Seeking a challenging role to continue the professionalism and be an asset to the organization of repute.

→ **A Windows System Administrator** and a competent professional offering **5 year and 9 months** of comprehensive experience.
→ Possess sound knowledge of system administration in Windows environment.
→ Ability to meet SLAs on time.
→ Can work under high work pressure and in a multicultural environment.
→ Excellent in decision making with an analytical approach.
→ Operating system installation, configuration, and maintenance of a growing IIS Windows
→ Server environment on IIS 7.x and 8.x.Highly reliable, ensures system integrity and has high team spirit.
→ Installation and configure windows server 2008 and 2012 r2 + all windows server OS.
→ Installing, configuring and troubleshooting various third party tools, utilities and
→ applications..
→ Creating user accounts .configuring user profile .
→ Troubleshooting web server, Email related problems and websites problems..
→ Managing disk space and user rights management.
→ Server maintenance based on updates, data usage and antivirus requirements..
→ Virtualization in hyper V and Basic Vm ware .
→ Windows performance monitoring tool.
→ Domain Name System.
→ Deploy, support, and apply necessary configurations for 3rd party web applications (Plesk etc.)

CORE COMPETENCIES

-Windows server Troubleshooting
2008,2012R2,2016,2019
- Basic knowledge on VMware
- MSSQL and MySQL database
-Web and others Applications
installation and configuration
i.e. Plesk, smarter Mail, Mail enable,
WordPress
- DNS, DHCP, Emails etc.
Server and Service Monitoring
VM migrations and
storage migration on hyper V
Working on failover cluster

EMPLOYMENT SCAN

DESIGNATION & ORGANIZATION	DURATION
Technical Help Desk (Windows) at HSB InfoTech (Third Party Payroll), Client: Bombay Dyeing, Ranjangaon,Pune.	*Jun'15 – Jan,16*
Technical Help Desk at future focus (Third party payroll),Client Johndeere india pvt ltd Magarpatta city pune.	*March 2017- july 2017*
Technical associate (Windows) at ESDS software pvt ltd Nashik	*July 17-Current*

Key Deliverables:
As Technical Help Desk   *Client: Bombay Dyeing, Pune*
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- Installation of windows operating system ,configuration , technical troubleshooting, support of Desktop Hardware ,operating systems ,Microsoft application software and peripherals ,windows product.
- Provide first level customer support including troubleshooting basic issue with computer hardware network or internet connectivity, email and software applications as well as completing client request for password and end user account administration based on documented procedures.
- Manage multiple cases at one time.
- Monitoring process & disk space alerts along with troubleshooting.
- Properly escalate ticket to higher level of support as necessary including service that exceed skill level reasonable repair time ,lack of parts, or any other issue that could impact customer satisfaction.
- Setup and configure new computers for clients based on documented procedures.
- Rebuild, repair and/or upgrade client computers based on documented procedures.
- Troubleshooting of OS related issues & Application software issues if required.
- Check performance issue (CPU utilization , Disk Space)
- Maintain and manage AD users, groups and group policies.

- Using VNC for accessing remote systems.
- Working as per ITIL process – Change Management, Problem Management, Incident.

As an technical Help Desk: *(Client:Jondeeer india pvt ltd,Pune)*
- Windows operating system related issues. –
- MS outlook configuration, outlook backup and restore and troubleshooting
- Local printer installation and troubleshooting - Application related supports.

As Technical associate ESDS
- Maintain production for a Windows IIS platform to sustain maximum system availability.
- Diagnose and resolve IIS core Windows application related technical problems.
- Documenting solution on all issues in an internal knowledge base system to appropriate level of detail.
- Secure web servers by applying appropriate system access levels.
- Operate within multiple security compliance requirements and initiatives.
- Provide technical support to clients; mainly in UK, India, US, and rest of the world.
- Handling Shared server, VPS, Cloud server, Cluster Servers, VMware server and Dedicated server.
- Server setup –Dedicated Servers, VMware server, Hyper-V server.
- Server migration.
- Back Management and Maintenance activity for Dedicated, Shared, and Cloud Servers.
- Decreased in the big post-failures of servers due to issues like (HDD failure, RAID Failure, RAM issue, etc.) because of Proactive monitoring with the help of DC Management Team.
- Worked on Abuse Complaints Resolution (such as spamming, Infringement, Phishing, Spoofing etc.)
- SSL Installation.
- Shared server audits- Security, performance, preventive.

Skill Set:
- Strong interpersonal and customer service skills.
- Ability to prioritize and escalate issues.
- Investigation and support for server security related issues.
- Interface between non-technical and technical customers to translate detailed system requirements.
- Complete knowledge of administration of Secure Socket Layer (SSL) certificates (HTTPS).
- Experience working with web servers in a load-balanced environment
- Thorough understanding of DNS and it's working.
- Capable to indulge into the new leading Technologies.

CERTIFICATIONS & TRAININGS

→ **Red Hat Certified System Administrator – RHEL7 (Cert No:160-140-364)**
→ **Professional training on MCSA**

EDUCATIONAL CREDENTIALS

BE in Computer Engineering With **First Class** from University of Pune
Diploma in **Computer Technology** with **Distinction** from PVP polytechnic loni pravara
XII with first class from pvp jr college, Loni, (Ahmednagar) Maharashtra State Board, Pune
X With **Distinction** from AHMV High school, Loni(Ahmednagar) , Maharashtra State Board, Pune

Date of Birth : 20th Aril 1990

Sex **:** Male

Nationality **:** Indian

Hobbies **:** Surfing on internet, watching political news

Languages Known **:** English, Marathi and Hindi

DECLARATION

I hereby declare that all details furnished above are true according to the best of my knowledge.

Place:

Date:

(Sagar Arun Patil)