

# Prashant Khatri

Senior Technical Support Engineer

## CONTACT INFORMATION

**Email:** max29aug@hotmail.com  
**Address:** Plot No: 118 Aravalli Vihar, Jamdoli, Agra Road Jaipur  
**Phone:** +919929304211  
**Date of birth:** Aug 29, 1995  
**Nationality:** Indian  
**Social links, website:** [www.linkedin.com/in/prashant-khatri-710a731b6](https://www.linkedin.com/in/prashant-khatri-710a731b6)

## OBJECTIVE

Experienced Support Engineer with 7+ years of expertise in virtual machines, Active Directory, DNS, VMware ESXi, Hyper-V, and Linux systems, currently advancing skills in AWS and Azure to pursue opportunities in Infrastructure as a Service (IaaS).

## EXPERIENCE

**Pune, Maharashtra**  
*Aug 2023 - Present*

**Sr. Technical Support Engineer**  
Aloha Technology PVT LTD

- Design, implement and support enterprise-wide Active Directory and supporting systems.
- Helped third party client with the troubleshooting for Active Directory Domain Services which includes support AD DS Replication, IP based networking, AD DS Integrated DNS records and zones, Site to subnet mapping, Kerberos Delegation, Windows Time Synchronization (NTP-Network Time Protocol), Group Policies based on LSDOU, Transfer and Seizure of FSMO Roles , Kerberos Authentication, Domain Controller Promotion and Demotion, Active Directory Backup, Domain Controller Defragmentation, Setup User Profiles (Local and Roaming User Profiles), DFSR and FSR including DFSR migration, Account Lockout, whitelisting and port blocking using Windows Server Firewall.
- Creating virtual machines using Hyper-V, VMware Player and VMware Fusion. Deploying virtual machines using Hyper-V, Third Party Deploying cloud services, Windows Deployment Services, Microsoft Deployment Kit.
- Using WSUS and SCCM for deploying updates and configuring end point devices.
- Deployed applications, updates, Operating System -Windows client OS, custom apps and custom scripts with the help of Cloud based SaaS model.

**Jaipur, Rajasthan**  
*Feb 2022 - Mar 2023*

**AD DS Support Engineer**  
Resources Valley PVT LTD

- Design, implement and support enterprise-wide Active Directory and supporting systems.
- Helped third party client with the troubleshooting for Active Directory Domain Services which includes support AD DS Replication, IP based networking, AD DS Integrated DNS records and zones, Site to subnet mapping, Kerberos Delegation, Windows Time Synchronization (NTP-Network Time Protocol), Group Policies based on LSDOU, Transfer and Seizure of FSMO Roles , Kerberos Authentication, Domain Controller Promotion and Demotion, Active Directory Backup, Domain Controller Defragmentation, Setup User Profiles (Local and Roaming User Profiles), DFSR and FSR including DFSR migration, Account Lockout, whitelisting and port blocking using Windows Server Firewall.
- Creating virtual machines using Hyper-V, VMware Player and VMware Fusion.
- Implemented Organizational Unit (OU)-based delegation in Active Directory Users and Computers (ADUC) for Self-Service Password Reset (SSPR), user password resets, and account unlocks, enhancing service desk efficiency and security.

**Gurgaon, Haryana**  
*Aug 2021 - Jan 2022*

**Senior Technician, Technical Support**  
Dell Technologies

- Provided technical assistance and diagnosing faults in the running software on customer's computers, guiding customers with the solution. Closing tickets by proper guidance and feedback.
- Helped worldwide customers using Dell Laptops, All-in-ones, printers, desktops and virtual machines.
- Worked on Alienware laptops including hardware and software troubleshooting, Alienware Command Centre, Dell Digital Delivery, Dell Digital Locker, VMware Fusion and Built-in Self Tests for Dell products.
- Windows consumer and commercial troubleshooting including Windows 11 and Windows Server 2022.
- Supported clients with Microsoft Office Products, outlook configuration and remote support for gaming laptops and peripherals (including mini-port and port drivers).
- Integrating Active Directory Domain Services with Esxi using DNS Records and Kerberos Authentication.
- Implemented Organizational Unit (OU)-based delegation in Active Directory Users and Computers (ADUC) for Self-Service Password Reset (SSPR), user password resets, and account unlocks, enhancing service desk efficiency and security

**Jaipur, Rajasthan**  
*Dec 2018 - Mar 2021*

**Technical Support Executive**  
Teleperformance

- Provided technical assistance and diagnosing faults in the running software on customers computer, guiding customers with the solution. Closing tickets by proper guidance and feedback.
- Helped worldwide customers using Laptops, All-in-ones, printers, desktops and virtual machines, software and hardware support through chat, email and call as an international support executive.
- Worked on Gpedit, Windows Registry, Windows Updates, Windows Upgrade and Microsoft Office.
- Windows consumer and commercial troubleshooting including Windows 10, Windows 7, Windows 8.1, Windows 8 and Windows Server 2016.
- Supported clients with Microsoft Office Products, outlook configuration and remote support for gaming laptops and peripherals (including mini-port and port drivers).
- Implemented Organizational Unit (OU)-based delegation in Active Directory Users and Computers (ADUC) for Self-Service Password Reset (SSPR), user password resets, and account unlocks, enhancing service desk efficiency and security.

**Jaipur, Rajasthan**  
*Apr 2016 - Oct 2018*

**Service Desk Analyst**  
Mobizweb PVT LTD

- Helped company employees with the support for Laptops, All-in-ones, printers, desktops and virtual machines, software and hardware support.
- Worked on Gpedit, Windows Registry, Windows Updates, Windows Upgrade and Microsoft Office.
- Windows consumer and commercial troubleshooting including Windows 10, Windows 7, Windows 8.1, Windows 8 and Windows Server 2016.
- Supported internal employees with Microsoft Office Products, outlook configuration and remote support for laptops, desktops and peripherals (including mini-port and port drivers).
- Implemented Organizational Unit (OU)-based delegation in Active Directory Users and Computers (ADUC) for Self-Service Password Reset (SSPR), user password resets, and account unlocks, enhancing service desk efficiency and security

## EDUCATION

**Jaipur, Rajasthan**  
*Apr 2013 - Jun 2014*

**Senior Secondary Education**  
Cambridge Court High School

**Jaipur, Rajasthan**  
*Apr 2011 - Apr 2012*

**Secondary Education**  
Cambridge Court High School

## LANGUAGES

**English**  
Advanced

## SKILLS

**Customer service**

**DHCP**

**Active Directory Domain Services**

**Office 365 consumer based troubleshooting**

**Windows Server Backup and Recovery**

**WDS**

**MECM**

**Azure (IaaS)**

**Problem-Solving**

**DNS**

**Windows Server Based troubleshooting**

**Hyper-V**

**WSUS**

**Microsoft Deployment Toolkit**

**AWS (IaaS)**

## CERTIFICATIONS & COURSES

**Introduction to Cloud by IBM:**

<https://courses.yl-ptech.skillsnetwork.site/certificates/52efc49b8c7b47db8947a2a88bf7944f>

**Networking Essentials by CISCO:**

[https://www.credly.com/badges/ece74605-1210-4766-b67e-6963e1165228/public\\_url](https://www.credly.com/badges/ece74605-1210-4766-b67e-6963e1165228/public_url)

**Diploma in Computer Networking:**

<https://cdn01.alison-static.net/parchment-previews/e15858ac2bf06647f7d848dd5ce4347c.jpg>

**Master MCSE: Windows Server 2022 OS Administration Course (Udemy):**

<https://www.udemy.com/certificate/UC-594bc544-ed77-4f0b-8ba9-03d218c50287/>

**LFS101: Introduction to Linux:**

[https://www.credly.com/badges/93a9f7fc-9d30-4297-b927-cb6f0ecabc6c/public\\_url](https://www.credly.com/badges/93a9f7fc-9d30-4297-b927-cb6f0ecabc6c/public_url)

**AWS Knowledge - Cloud Essentials:**

[https://www.credly.com/badges/3458790b-9827-4e3f-b3a5-f2be8c44b98e/public\\_url](https://www.credly.com/badges/3458790b-9827-4e3f-b3a5-f2be8c44b98e/public_url)

**Simplilearn - Cloud Architect (AWS & Azure):**

<https://success.simplilearn.com/259c84b7-d391-406d-8807-a797bf6ead97#acc.H8TNX1Lt>

## SELF-DECLARATION

I hereby declare that the details and information given above are complete and true to the best of my knowledge.

**PRASHANT KHATRI**