

Prashant Khatri

Senior Technical Support Engineer

CONTACT INFORMATION

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Date of birth: Aug 29, 1995
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OBJECTIVE

Windows Infrastructure & Support Engineer with 7+ years of enterprise IT experience, specializing in Active Directory, Group Policy, DNS, DHCP, MECM, Intune, and PKI. Proficient in virtualization (VMware, Hyper-V) and cloud infrastructure (Azure, AWS IaaS) through GUI-based management.

Seeking opportunities in Windows or cloud infrastructure roles, with a focus on Azure and AWS environments.

EXPERIENCE

Pune, Maharashtra
Aug 2023 - Present

Sr. Technical Support Engineer
Aloha Technology PVT LTD

- Senior Support Engineer responsible for designing and maintaining complex Active Directory environments, including multi-site replication, Group Policy architecture, and secure authentication protocols.
- Skilled in managing Windows Server roles and features including DNS, DHCP, IIS, WDS, and file/print services in enterprise settings.
- Administered WSUS and MECM for centralized patching, OS deployment, compliance baselines, and software distribution across corporate networks.
- Deployed and managed applications and device policies using Microsoft Intune as part of a SaaS-based modern management strategy.
- Built and maintained test and production-ready virtual environments using Hyper-V and VMware for AD and Windows infrastructure roles.
- Experienced in provisioning and managing IaaS resources on Azure and AWS, including virtual machines, networking, storage, and identity integration with Entra ID.
- Comfortable working with Linux servers, especially Ubuntu, for directory integration, web services, and secure remote management.
- Utilized Microsoft Network Monitor (NetMon) to analyze traffic patterns and troubleshoot replication and authentication issues within AD and DNS.
- Proven ability to resolve complex infrastructure issues, support hybrid environments, and deliver stable, scalable IT solutions.

Jaipur, Rajasthan
Feb 2022 - Mar 2023

AD DS Support Engineer
Resources Valley PVT LTD

- Delivered advanced support for Active Directory Domain Services (AD DS) environments including replication, FSMO role management, and secure authentication with Kerberos and NTLM.
- Configured and maintained Windows Server roles such as DNS Server and DHCP Server, ensuring reliable name resolution and IP address management across enterprise networks.
- Implemented and supported Group Policy Objects (GPOs) for centralized security, user policy enforcement, and login scripting across multiple organizational units.
- Enabled hybrid identity by configuring and supporting Azure AD Connect for synchronization between on-prem AD DS and Azure Entra ID.
- Performed user and group administration in Entra ID, including license assignments, password resets, and MFA support.
- Provided intermediate-level support for Public Key Infrastructure (PKI) including certificate template configuration, CRL management, and certificate enrollment via AD CS.
- Deployed and supported organizational-unit based delegation in Active Directory to streamline account unlocks and password resets through secure, role-based access control.
- Built and managed virtual test labs using Hyper-V and VMware for simulating AD, DNS, and DHCP configurations in isolated environments.
- Assisted in DNS zone design and troubleshooting of integrated and non-integrated zones, record replication, and name resolution issues across domain controllers.
- Diagnosed and resolved account lockouts, replication failures, and secure channel issues using tools like Event Viewer, Repadmin, Netdom, and Microsoft NetMon.

Gurgaon, Haryana
Aug 2021 - Jan 2022

Senior Technician, Technical Support
Dell Technologies

- Provided comprehensive support for end-user computing devices, including laptops, desktops, All-in-Ones, printers, and virtual machines, resolving hardware and software issues efficiently.
- Delivered advanced troubleshooting for Windows OS (Windows 10, 8.1, 8, 7, and Server 2016), including gpedit, Windows Registry, patch management, and upgrade scenarios.
- Supported Microsoft Office applications, including Outlook configuration, mailbox profile repair, and Office 365 troubleshooting, with remote assistance using enterprise tools.
- Managed driver and peripheral support for internal users across USB devices, display ports, network adapters, and print services in enterprise hardware environments.
- Performed OU-based delegation in Active Directory Users and Computers (ADUC) for secure password resets, account unlocks, and service desk role-based access.
- Maintained and supported virtual infrastructure using VMware Workstation and Hyper-V, including VM provisioning, resource allocation, snapshot management, and basic virtual networking.
- Worked with Linux workstations (Ubuntu, Fedora) for basic administration tasks, including terminal-based user management, SSH configuration, file permissions, and software installation using APT and YUM.

Jaipur, Rajasthan
Dec 2018 - Mar 2021

Technical Support Executive
Teleperformance

- Delivered remote technical support for global clients across laptops, desktops, All-in-Ones, printers, and virtual machines through chat, email, and voice channels.
- Diagnosed and resolved software faults, guided users through step-by-step solutions, and ensured timely ticket closure with accurate documentation and customer feedback.
- Provided deep support for Windows environments (Windows 10, 8.1, 8, 7, and Server 2016), including troubleshooting via Group Policy Editor, Windows Registry, update/upgrade workflows, and system performance issues.
- Assisted users with Microsoft Office suite configuration and troubleshooting, including Outlook profile setup, repair, and integration issues.
- Supported peripheral hardware components, including mini-port drivers, input/output devices, and gaming-specific configurations.
- Applied OU-based delegation in Active Directory for secure Self-Service Password Reset (SSPR), account unlocks, and password management, improving first-call resolution efficiency.
- Gained hands-on experience with virtualization platforms including VMware Workstation and Hyper-V for provisioning and basic VM management tasks in support environments.

Jaipur, Rajasthan
Apr 2016 - Oct 2018

Service Desk Analyst
Mobizweb PVT LTD

- Provided technical support to internal employees for laptops, desktops, All-in-Ones, printers, and virtual machines, covering hardware and software issues.
- Resolved user issues related to Windows operating systems (Windows 10, 8.1, 8, 7, and Server 2016), Group Policy (Gpedit), Windows Registry, system updates, and upgrades.
- Supported Microsoft Office applications, including Outlook configuration, troubleshooting, and profile management for seamless user experience.
- Delivered remote assistance for hardware peripherals and driver-related issues, including mini-port and network adapter configurations.
- Implemented OU-based delegation in Active Directory Users and Computers (ADUC) for Self-Service Password Reset (SSPR), account unlocks, and user password management, enhancing response times.

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

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

AWS Knowledge - Cloud Essentials:

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-a979bf6ead97#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