Prashant Khatri

Senior Technical Support Engineer

CONTACT INFORMATION

Email: max29aug@hotmail.com
Address: Jaipur, Rajasthan 302031
Phone: +919929304211
Date of birth: Aug 29, 1995
Nationality: Indian
Social links, website: www.linkedin.com/in/prashant-khatri-710a731b6

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	Problem-Solving
DHCP	DNS
Active Directory Domain Services	Windows Server Based troubleshooting
Office 365 consumer based troubleshooting	Hyper-V
Windows Server Backup and Recovery	WSUS
WDS	Microsoft Deployment Toolkit
MECM	AWS (Iaas)
Azure (Iaas)	

CERTIFICATIONS & COURSES

Introduction to Cloud by IBM:

https://courses.yi-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-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