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| |  | | --- | |  | |  | | Narender Kumar | | Windows Administrator | |  | | PROFESSIONAL EXPERIENCE | |  | | Windows Administrator | | Piramal Capital Housing and Finance Ltd, DELHI  From 21 June 2021 to Present | | **Microsoft O365 admin Console.**   1. Users and groups management 2. Mails replications and troubleshooting. 3. Email ID creation, create groups, add/remove group members, manage group owners, email forwarding, password reset, manage shared mailboxes, configure outlook, mailbox backup and restore, coordinate with L2 Microsoft support team 4. Add and manage domains. 5. Update Records as per requirement on DNS. 6. Mail archiving, restrictions 7. Outlook Application/Web access. 8. Mail archiving.   **Azure Active Directory**   1. Create and manage all aspects of users and groups 2. Manage support tickets 3. Monitor service health 4. Change passwords for users, Helpdesk administrators, and other User Administrators 5. Multifactor Authentication. 6. Assign licenses 7. Manage authentication methods.   **To manage firewall**   1. Users and groups management. 2. Manage websites (BLOCKING AND UNBLOCKING) and generating reports every day) 3. Creating and managing rules for specifics servers and official websites. 4. Servers IP mapping with ISP.   **File Storage QNAP.**   1. Assign permissions to the active directory users for access drives and folders as per requirement. 2. Taking backups weekly.   **Users support.**   1. To help and support users on their desk and remotely if they face any problems in Hardware, software and operating systems and network access drives and servers globally. 2. To help and support users for video conferencing.   **To manage antivirus Admin console**   1. User’s system scanning and detecting virus. 2. Assigning license to the clients. 3. Blocking and unlocking USB and external storage devices. 4. Antivirus, DLP patches updating through server. 5. Provide Recovery keys to users   Customer Support Engineer | | Sysnet Global Technology Pvt Ltd  | AUG 2016 – JULY 2017 | |  | | * End user support for Windows and Software’s. * Complete Hardware Maintenance support for Server, Laptops and Desktops | |  | | Desktop support engineer | | AB Technologies, Kanga (Himachal Pradesh)  | Aug 2017 – June 2021 | |  | |  | | |  |  |  | | --- | --- | --- | |  | | | | CONTACT | | | |  | | | |  | +91-9650790197 | | |  | Narenderkumar73362.nk@gmail.com | | |  | Village- Pharer, Tehsil- Palampur, Distt- Kangra ( Himachal Pradesh- 176064 ) | | |  |  | | |  | | | |  | | | | PROFILE | | | |  | | | | A multi-talented, solution-oriented, and highly analytical IT professional with a wide range of skills in systems installation, configuration, upgrading, and maintenance. Skilful administration and troubleshooting expertise for a range of Microsoft OS and Windows Server products.. | | | |  | | | |  | | | | EDUCATION | | | |  | | | | * **10th from. Himachal Pradesh board of school education.** * **12th from Himachal Pradesh board of school education.** * **BCA from Lovely Professional University.** * **Diploma in Hardware and networking** | | | |  | | | |  | | | |  | | | | **Skills and Abilities**  Office 365 admin console management and exchange server  Windows active directory  Outlook Mail Client  Azure active directory.  Windows server 2008 and 201. | |  | |  | |  | |  | |  | |  | |  | |  | |  | | Used **Ticketing Tool**   * SummitAI * Kaseya | |  | |  | |  | |  | |  |   **PERSONAL DETAILS**  Father Name : Shri Ishwar Dass Gender : Male  DOB : 13 Jan 1991  Marital Status Married  Nationality : Indian  Languages Known : English, Punjabi & Hindi |
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