

AAYUSH GUPTA

BTM 2nd Stage, Bangalore – 560076

Mob: +91-974297000

Email ID: aayush21@outlook.com

Website: <https://aayush21.carbonmade.com>



Career Objective

Intend to build a career with leading corporate of hi-tech environment with committed & dedicated people, which will help me to explore myself fully and realize my potential.

Professional Summary

- Passionate, diligent and focused Engineer **with 4 years of cumulative experience as Server admin (Windows Server 2012 + Windows Azure).**
- Technical knowledge & proficiency in system administration, network maintenance, hardware maintenance, **operating systems, Macintosh, Windows (All versions) & MS-office 2007/ 2010 / 365** and the willingness to learn and effectively apply new technologies.
- Analytical thinker, consistently resolving ongoing issues, often called upon to consult on problems that have eluded resolution by others.
- Extensive exposure to a comprehensive range of team activities, thrive on working in challenging environment.
- Demonstrated problem analysis/ resolution skills, ability to troubleshoot, solve problems quickly & completely.
- Excellent client management skills innate ability to build strong, lasting and mutually beneficial relationships.
- Migration of mail server from Louts notes 8.5.3 to office 365.
- Experience with ticketing tool – Happy Fox, Zendesk & Freshdesk

Core Competence

- Windows Client OS XP/ Vista/ 7/ 8/ 10
- Apple Macintosh Yosemite / EI Capitan
- Citrix – XenApp & Xen Desktop 7.6 foundation
- Apple MAC OS Re-installation / Boot camp
- Windows Server 2008/ 2012
- Windows AD
- Windows Office 365
- DNS
- DHCP
- Client IBM Louts Notes 8.5.3
- VPN – Check Point / Juniper Net connect
- Remote Services – Team viewer / Ammy Admin
- Ticketing tool – Happy Fox, Zendesk & Freshdesk

Organizational Experiences

Since Nov 16 to till now in Deluxe Group

Job Title – Technical Coordinator

- Work closely with product and development teams to provide the support to the translator who are using our software's for the Translation of subtitles using in Hollywood movies and translators who are working in VDI (VMware machine).
- Prepare reports and escalations plans, create bug reports and monitor executions using analytical skills.
- Take ownership and responsibility for the support and development of all aspects of product support along with creation, execution and maintenance of tickets raised for the issues.
- Create and execute reports for security, performance and product upgradation.
- Help up-skill junior members of the Technical team.
- Providing access on VDI to the users.
- Providing remote support if needed to the users.
- Management of Active Directory and backup server.

Since Nov 14 to Apr 16 in Suez Environnement Pvt Ltd

Job Title – IT Executive

- Joined Company on 1 Nov 2014 as a desktop support engineer / Networking Administrator.
- I have successfully Rectified problem in company, which are causing slow Network issue.
- Responsible for managing the Proper IT Environment.
- Responsible for monitoring and controlling the server resource and maintained proper statement of the same.
- Managing the IT Assets of the Organization
- I was accountable for providing real time support to user's computers.
- I had resolved all major issue of user's sides like login error, printing dilemma, and connectivity problem.
- I handle all Switches and Network Recourses
- Server management was added in my profile on sept 2015.
- Server management, controlling unauthorized access from users to company's critical resources.
- Backup Server management was added in my profile on Jan 2016.
- Providing live support on the Project site using remote console or by physical visit.
- Migration of Mail from Louts Notes 8.5.3 to Office 365 Mail server.

Since June 12 to sept 12 in Smart chip (formally known as Syscom)

Job Title - Demographic Operator

- Feeding the data in the Server.
- Maintenance of Server & 16 Pc's.
- Making Ready the Server for daily Data Entry Record.
- Collecting the Proper Data from the People.
- Taking the Backup of the Server and Pc's at the end of the Day.
- Proper Maintenance of Devices given at the sites.
- Insure that all the devices are working properly.
- Combined the data at end of the week.

- Work as a Team Leader if Team Leader is not there.

Education & Qualification

- **PGDM** in IT & HR from Neelkanth Institute of Technology, Meerut (UP) in 2014 with an aggregate of 85%.
- **B.com** from Meerut College, Meerut in 2012 with an aggregate of 59%.
- **XII** from BAV College, Meerut with an aggregate of 60%.
- **X** from Govt. College, Meerut with an aggregate of 54%.

Certifications

- **HCNP** (A+, N+, MCSA, CCNA) – Certified from HCL CDC in 2012.
- **ADCA** – Advance Diploma in Computer Application.
- Certification in Computer Reservation System (CRS) from IATA.

Achievements

- Certificate in Digester management.
- Got First Prize for making the best Add in college Add making contest.
- Selected to be a part of SHRM Society from my college.
- Got Certificate in Excellence in college Academics.
- Successfully organize the Brand Lunching Event in the current company.

Hobby

- Surfing net
- Art and craft

Personal Details

Name	Aayush Gupta
Date of Birth	09-june-1989
Father Name	Dr. Naveen Kumar Gupta
Mother Name	Seema Gupta
Marital status	Unmarried
Passport No.	K6602669 VALID TILL 15-08-2022
Nationality	Indian
Permanent Address	#L-160 Park view Colony, Ganga Nagar, mawana Road, Meerut (UP) – 25001

I hereby declare that the above information is authentic and true to the best of my knowledge.

Place :

Date :

Signature