

Harikumar V

#8 Bajanai Kovil Street, Gadavari Kandigai(V), Kizhavanam(P)
Arakkonam(TK), Ranipet(DT) Tamil Nadu, India – 631101

E-mail:Harivenkat256@gmail.com

Mobile:[\(+91\) 8667732702](tel:(+91)8667732702) or [\(+91\)8189839539](tel:(+91)8189839539)

Objective

To be a part of an organization that provides a challenging job role and utilizes my technical and managerial skills for achieving the common goals of the company and self.

Education Qualification

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|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Graduation | B.E.(Electronics and Communications) Anna University in 2014 |
| HSC | HSC (Computer science) State board in 2010. |
| SSLC | SSLC (Matriculation) in 2008 |
| Courses | Completed CCNA from HCL CDC – Anna Nagar Completed MCITP(WINDOWS SERVER 2008) from HCL CDC – Anna Nagar Completed REDHAT 6.0 from HCL CDC – Anna Nagar |

Work Experience:

Uniworld Logistics Pvt Ltd

Senior System Administrator

Feb 2021 To Present

Environment:

Windows Client

Job Profile:

- Updating latest windows security patches post release from Microsoft
- Maintaining the Asset list management
- Sophos antivirus Installation and Updating
- Handling AV Management
- Configuring and Maintaining network and local Print.
- Installing, configuration & maintenance of Microsoft products
- Manually configuration outlook version 2007, 2013 and 2019
- Windows Remote Desktop & Remote Assistance
- CCTV Backup and Maintenance
- Troubleshooting LAN issues, coordinating with Internet service providers for Internet related issues
- Setting up new user's accounts and profiles and dealing with password issues
- Basic Software application and troubleshooting.
- System backup & restore and System repair disk
- Have knowledge about AWS EC2
- Managed and monitored all network devices
- Common folder creation and map network drive

- New Setup ODC Installation
- 1st and 2nd Line Support – troubleshooting of IT related problems from in-house software to Hardware, such as Laptops, PCs and printers

Collabera INC

**L1 System Administrator
2020**

JULY 2019 TO JULY

Client: CITY BANK

Environment:

Windows Client/ Network Support

Job Profile:

- Updating latest windows security patches post release from Microsoft
- VMware horizon Client (VDI) Installation and troubleshooting.
- Maintaining the Asset list management
- Trend Micro Antivirus Installation & Updating
- MBSA Reports
- New Setup ODC Installation.
- O365 Installation & Troubleshooting
- Configuring and Maintaining network and local Print.
- Installing, configuration & maintenance of Microsoft products
- Troubleshooting LAN issues, coordinating with Internet service providers for Internet related issues
- Setting up new user's accounts and profiles and dealing with password issues.
- Installing and configuring windows Server 2016 Active Directory Domain Services.
- Changing client systems from workgroup to domain as per requirement.
- Windows Remote Desktop & Remote Assistance
- CCTV Backup and Maintenance

Collabera INC

**Technical Support Engineer
2018**

OCT 2018 TO DEC

Client: Williams's lea India Pvt Ltd

Environment:

Windows Migration, Office 365

Job Profile:

- Windows 7 to Windows 10 Upgrading the OS
- O365 Installation and troubleshooting
- Configuring O365 and Mail backup
- Updating latest windows security patches post release from Microsoft
- Basic Software application and troubleshooting.
- System backup & restore and System repair disk

- Installation of OS : Windows 7, Windows 10, server 2008 and 2012
- Setting up new user's accounts and profiles and dealing with password issues.

Impact Info Tech Pvt Ltd.

Client: Wipro

Project: IDFC BANK LTD

**Technical Support Engineer
2018**

July 2017 to Aug

Environment:

Active Directory, Windows client, Shell Scripting – client management.

Job Profile:

- Act as a single point of contact for phone calls and emails from staff regarding IT issues and queries.
- 1st and 2nd line support - troubleshooting of IT related problems from in-house software to hardware, such as Laptops, PCs and Printers
- Log all calls in the Service Desk Call Logging system – BMC remedy.
- Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner
- Active Directory knowledge. Creating user accounts, reset passwords, create groups etc.
- To arrange for external technical support where problems cannot be resolved in house.
- Keep the systems virus free with the help of EPO, McAfee.
- Upgrade McAfee EPO 2.5 to EPO 5.0.2.
- Installing LAMP with required versions on Linux Server..
- Basic Linux shell scripting.
- Configuring FTP server to maintaining the shared folders in the Organization.
- Linux user management creating, changing group, and assign permission on resources

Bridge Technologies

**Desktop Support Engineer
2017**

NOV 2015 to JUNE

Environment:

Windows Client – Management

Job Profile:

- Responsible for the installation, maintenance & troubleshooting of the Company Network
- Maintenance of hardware.
- Hardware and Software maintenance.
- Configuring the Outlook for the client machines
- Antivirus updating Symantec.

- Configuring and Maintaining network and local Print
- Partition, Mounting and shrinking disk volume.
- Windows O.S. Installation and system troubleshooting.
- Easy transfer wizard.
- Map Networks

PERSONAL DETAILS:

| | |
|------------------------|-------------------------|
| Date of Birth | 15 May 1993 |
| Father's Name | Venkatesan G |
| Marital Status | Single |
| Languages Known | Tamil, English & Telugu |
| Nationality | Indian |

Place:

Date:

Signature

Harikumar V