CURRICULUM VITAE

JIGNESH MISTRY

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Career Objective

To achieve a challenging position where I can exhibit my competent Technical Skills in the field of IT Companies & Industry that offers professional growth.

Educational Qualifications:

10th s.s.c = 83.71% (passed 2005)
12thh.s.c = 77.20% (passed 2007)
B.E (E&C) = 65.81% (passed 2011)

Work Experience:

Current Work Experience

SSM InfoTech. (Reliance Hazira,Surat)
From Oct 2018 to till date
Designation: Server Administrator

Roles and Responsibilities:

- Good knowledge of installing, configuring, tuning, maintaining and monitoring Windows Server 2008/2012/2016. Installing & upgrading antivirus
- Hardware checks to ensure that servers are functional and also monitoring hardware alerts through Zabbix and HPSIM.
- Checking all windows logs in case of unexpected server shutdown/restart/any other failure and troubleshoot on same.
- Keep real-time tracking of monitoring alert system triggers and create priority tickets for our support queue accordingly
- Implemented server maintenance and patches in accordance with established IT policies and procedures via WSUS.
- Implementing server from cabling, installing server OS to various hardware and application software as per checklist and handing over to server owner with proper documentation.
- Taking Daily\Weekly\Monthly backup on HP LTO-5 tape through Symantec NetBackup, Acronis Backup and Veam Backup. Maintaining report of each backup. Quick action taken in case of backup or backup device failure.
- Taking hardware backup log through HP ILO and troubleshooting the same by coordinating with HP engineer.
- Good knowledge of P2P, P2V and V2V migration and successfully done for critical servers.
- Good Hand-On experience on VMware workstation. Installation of ESXI OS on host server and managing virtual server. through VSphere client. Good exposure on VMware networking. Good Knowledge of Hyper-V
- Expansion of C drive on the virtual servers. Troubleshooting of space related issues on the server.
- Good exposure of Linux OS and its installation.
- Checking lock and releasing them in Ingres and Oracle DB and also able to shut down DB and Start DB.
- Inventory tracking of server and updating it regularly.
- Solving user's server related queries like DHCP reservation, access of file server, restoration of file and folder. Installing Oracle and SQL server, Service restart.

- Basic knowledge of SQL like creating user creating maintenance Job and troubleshooting in case of DB backup failure.
- Capable of responding to a fast paced environment and able to work long days and hours.
- Troubleshoot and Administer Disk Capacity and File Sharing related issues
- Installation, Configuration and Administration of File Server Resource Management (FSRM) and Data Deduplication.

Previous Work Experience

Cryptograph Technologies. (IBM WELSUN VAPI)
From Aug 2016 to Sep 2018
Designation: Senior system associate. (IT INFRA)

Roles and Responsibilities:

- Act as a single point of contact for phone calls and emails from staff regarding IT issues and queries
- Receiving, logging and managing calls from internal staff via telephone and email
- 1st line support - troubleshooting of IT related problems from in-house software to hardware, such as mobile phones, laptops, PCs and printers
- Troubleshoot basic network issues, Software issues, O365 issues
- Escalate unresolved calls to the infrastructure and Application support team
- Ensure all calls Logged in Ticketing tool
- Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner
- Maintain a high degree of customer service for all support queries and adhere to all service management principles
- Provide basic in-house technical training and knowledge sharing on monthly basis. Rolling out process update regularly to team
- Provide status for the weekly Service Desk report on call trends
- Responsible for assuring users are provided efficient timely first level support on a 24*7.
- Managing critical Incidents, SR including business expectations and communication directly coordinate with Incident Manager, Change manager in any critical issues/incidents.
- Handling team & floor escalations calls and providing end to end resolutions.
- Ensured that all tickets and phone calls are handled within appropriate service level agreement time frames.
- Representing the Service Desk at meetings.
- Good exposure on supporting Welspun India IT infrastructure in an ITIL environment.
- Create SOPs for the team and adhering them to follow that without compromising the client services.
- Basic Active Directory knowledge. Creating user accounts, reset passwords, create groups.
- Skype for Business basic support
- VPN and remote connectivity support

Tool and Utility Knowledge:

- Remedy Salesforce Ticketing Tool
- ICD Maximo Ticketing Tool
- VNC, Any Desk and Team viewer
- Acronis, Symantec NetBackup and Veam backup.
- Putty
- Toad

Technical Skills:

1. knowledge of Computer Basic.
2. knowledge of CompTIA A$^+$ Hardware course.
3. knowledge of CompTIA N$^+$ Network course.
4. Knowledge of REDHAT LINUX (RHCSA Certified).
5. Knowledge of REDHAT LINUX (RHCE)
6. Knowledge of CCNA (Routing and Switching).
7. Knowledge of Installing Windows Operating system and Troubleshooting.
8. Knowledge of Remote access & Remote support (Software used: Ammyy admin & TeamViewer).
9. Knowledge of O365 and MS outlook.
10. Good knowledge of Windows server 2008/2012/2016

Academic Project :

• Touch Screen Based Menu Selection System.

Personal Details :

• **Name:** Mistry Jignesh Jayantkumar Mistry
• **Date of Birth**: 27/01/1990
• **Gender**: Male
• **Marital status**: Single
• **Nationality**: Indian
• **Languages known**: English, Hindi and Gujarati

Declaration Details :

I consider myself familiar with IT Support Aspect. I hereby declare that the above-mentioned information is true to the best of my knowledge.

Place: Bilimora   **(Jignesh Mistry)**
Date: