



Pushpendra Dubey

**Information Security Professional**

Working as TL-Tech Support with BLS International Services LTD. Post graduate in Information System and carrying 8+ years' work experience in Information Technology profile.

Contact Information

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**Experience**

**December 2016 onward | TL-Tech support**

**BLS International Services Limited, Delhi**

**Under the Current portfolio, following are the KRAs:**

- As TL-Tech Support to resolve Visa operational technical problems, improve operations and provide exceptional customer service.
- Providing 24\*7 network monitoring and remote support for BLS's VACs in 45 countries.
- Manage Windows Server environment workstations, computers, laptops, printers, routers, switches and existing network applications for 800+ remote and 100+ onsite users.
- Installation and Configuration of Domain Server, Active Directory / DNS / DHCP Servers.
- Manage Domain controllers, including Setup of Group Policies, User Creation, User Rights Permission for shared folders / drives etc.
- Monitoring & manage all Global locations for Infra security like Firewall (Fortinet , zyxel , Sophos & Cyberoam), license & Security policy /Switches/Routers etc.
- Creation new policies on firewalls and managing firewall policy
- Installation and troubleshooting VPN client
- Manages security and integrity protocols of system according to standards.
- Managing Symantec antivirus cloud portal & Symantec on premise manager for installation and polices implementation (like device access, content blocking etc.) as per compliance.
- Users data backup, Tally data backup on daily basis
- Managing all Spain VACs CCTV recording, monitoring & troubleshooting.
- Maintains internal control systems by updating audit programs.
- Remote Compliance IT Audit, recommending new policies and procedures according to the ENS Spanish National Security Framework.
- Inventory and stock management for IT hardware /software. Monitoring monthly basis IT compliance & Quarterly basis IT assets with proper documentation.
- Handling Polycom & Zoom Video Conferencing, Audio-Conferencing System and related equipment.

**Achievement & Award:**

- **Pat on the Back Award** for exhibiting BLS value of Integrity & Respect, Result Orientation and Customer Orientation.
- Successfully implemented Content blocking policy globally on Symantec end point antivirus cloud & on premise.
- Successfully implemented ENS policy across all global locations.

**October 2011 to December 2016 | Executive –IT Systems  
Shriram New Horizons Ltd., Noida****Under the Current portfolio, following are the KRAs:**

- Managing and maintaining windows based OS and Server OS, Ubuntu, Centos and Linux.
- Installing and Configuring Services like SSH, FTP, SAMBA, DHCP and NFS.
- Inventory and stock management for IT hardware /software.
- Backup for All IT nodes like server, Laptop, Desktop.
- Managing and maintaining Outlook and thunderbird for mail account.
- Pc and laptop installation, repair, upgrade and maintenance.
- Configuration and troubleshooting of GPO, user creation deletion, backup.
- Monitoring Squid and DHCP Server (Red Hat Linux Server) of all Branch offices (Delhi NCR).
- Managing and maintaining Samba Server (Red Hat Enterprise Linux).
- Managing and maintaining VPN connection related problems.
- Monitoring Windows Server 2008, 2012 r2 Servers – Active Directory.
- Network monitoring.
- Managing Tally server and Paypac .
- Monitoring Antivirus (Kaspersky) administration Server.
- Undertaking regular tours to branch offices for trouble-shootings new hardware and software upgrade set-up.
- Providing technical support for IWB board, Interactive pads, Multimedia projectors ,Visualizers ,IP cameras, Touch Table, Interactive Panels.
- Vendor Management end to end.

**Achievements:**

- Successfully implemented IT infrastructure for Bharat Ram Global School, Shri Ram School & Shriram group offices with excellent result.
- Implement Data Backup System of all desktop and Laptops through Linux Samba Server.
- Vendor Handling.

**July' 2009 – Jan 2011 | Jr. Engineer & Project Engineer  
GlobasInfocom Ltd , New Delhi**

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**JOB PROFILE:**

- Managed Active Directory in Windows Server 2003.
- Network administration.
- Managed Antivirus administration Server.
- Logically troubleshoots computers, peripherals and network devices(Wifi, Ethernet
- Installation and maintenance of LAN & WLAN.
- Providing Installation and Technical Support of Video Conferencing system,IWB board , Interactive pads, Multimedia projectors ,Visualizers ,IP cameras, Touch Table, quad view magic studio , Interactive Panels, PRS System , Podium and audio equipment etc.
- Attending calls at Client places as well related to A/V & Video conferencing.
- Worked on many Nationwide Projects organized by the company.

**Major Projects Handled:**

➤ ***Integration of Audio & video Equipment & computers***

**1 CORE PROJECT (Defense)**

Project Title	Modernization of Conference Room
Team Size	: 1

**DGIS PROJECT (Defense)**

Project Title	Modernization of Conference Room
Team Size	: 6

**Achievement & Award:**

- **Appreciation certificate** for DGIS project .
- Successfully completed many Indian Army operation room projects for AV system with excellent result.

**EDUCATION**

**2016- RHCE in RHEL-7**

- I have completed Redhat training from Intaglio Solution.

**2011- 2013 | Master of Business administration –Information System (MBA-IS)**

- Qualified MBA in Information system from SMU.

**2008 | Microsoft Certified Professional (MCP)**

- Certified Microsoft Certified Professional (MCP).

**2007 – 2009 | Diploma in Computer Hardware and Networking. (JCHNP)**

- Completed Diploma In Hardware and Networking (JCHNP) from Jetking New Delhi, India.

## **2009 – 2011 | Bachelor of Arts (B.A)**

- Completed B.A in V.B.S Purvanchal University, Jaunpur.

## **2005 | XII (PMC)**

- S.G.V.I.M.College Kachhawa Mirzapur U.P.

### **Skills:-**

- **Windows & Servers** :- All Microsoft OS ,Windows Server (2008,2012 R2 & 2016) installation and troubleshooting with AD & GPO policy & backup etc.
- **Linux:** Redhat (6,7 & 8) , centos , fedora installation and troubleshooting with DHCP & DNS Server,Samba Server,NFS,FTP,SSH,YUM etc.
- **Email applications**:- MS Outlook ,Mozilla Thunderbird, Evolution & Zimbra installation , configuration , backup and troubleshooting.
- **Firewall** :- Fortinet firewall 30d & 60d , Cyberoam CR15iNG, CR25iNG , zyxel & Sophos (Installation , policy implement ,VPN , content blocking , license renewal & upgradation )
- **Symantec:** - Managing Symantec antivirus cloud portal & Symantec on premise manager (like installation, device access, content blocking & troubleshooting etc..) as per compliance.
- **Ticketing tool**:- OsTicket
- **Remote tools** :- Teamviewer, anyconnect, logmein ,anydesk etc.
- **Others** :-Mac OS, Vmware workstation , Remote IT support, Remote IT Auditing ,Acronis backup application , Clara ENS analyze tool ,Routers And Switches , biometric device, printer (barcode & receipt , dot matrix ,inkjet & LaserJet ), DVR , A&V conference device etc .. Installation and troubleshooting.
- Excellence in setting up, managing maintenance of IT infrastructure, installation, migration and configuration of servers, network client workstations, Network Firewalls, and managing Local and Domain Server
- Have good inter-personal skills.
- Creative problem-solving skills that help me find unique & viable solutions to the toughest of problems
- Can work effectively in team, as well as individually.

### **Personal Information**

Date of Birth:	20 July, 1988
Marital Status:	Married
Language:	Hindi & English
Father's Name:	Mr. Jawahar Lal Dubey
Interests:	I like accept new challenges & gain new technologies or skills