Kamal Nayani

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IT PROFESSIONAL

Aspiring to work with a growing organization in the field of Information Technology that offers a challenging environment where I can carve a niche for myself & contribute towards organization's target & aspirations

- ➢ Qualified professional having experience of more than 2 years 4 month in Linux Administration, Window administration, Project Management, Domain and related issue, with an inborn quantitative aptitude, determined to carve a successful and satisfying career in the IT industry.
- ➢ Proficient in analysing information system needs, evaluating end-user requirements, custom designing solutions, troubleshooting for complex information systems management
- ➢ Excellent communication skills and rich domain knowledge with comprehensive understanding and practical knowledge of various Application issues, operating systems and software/applications.
- ➢ A systematic, organized, hard-working and dedicated team player with an analytical bent of mind, determined to be a part of a growth-oriented organization.
- ➢ Focused, hard-working, dedicated, self-motivated and team oriented; with proven capability to meet high-pressure deadlines and coordinate multiple projects.

Technical Competences

Operating System	**Red Hat Enterprise Linux 5/6, Ubantu 5/6,MS Windows XP, MS Windows 7/8,**
Technology ,Tools and Concepts	**Linux, Network Fundamentals, Remote tool like IBM controller,Team Viewer, IT Ticketing tools i.e BMC Redmine,DCS,Lotus,Active Directory,Lotus, Outlook**
ITIL	**SLA management, Customer Issue TAT,Feedback query for tickets**

Application and Utility Software Known

- ➢ Hands on experience on Linux and Windows.
  Operating system: Windows, Unix (Linux, Cent OS, Ubuntu).
    Understanding of Domain,Lotus and Outlook
- ➢ Monitor and tune server environments as well as database components.
- ➢ Troubleshooting Banking Apllication, Active Directory
- ➢ Install Anti-virus & related Security Software's.
- ➢ Assembling Disassembling PC's with Maintenance and troubleshooting hardware.
- ➢ Installation of Drives Drivers and packages.

Professional Experience

Company: Wipro InfoTech, through Channel Partner PIPL September, 2016 –Dec,2018

Site: HDFC Bank LTD(February 2017 to December 2018)

Site: India mart(Septumber 2016 to January 2017)

- ➢ Working as System Support Engineer-L2, responsible for handling Software related issues over Linux platform(systems and servers).
- ➢ Responsible for handling routine server/disk checks and maintenance.
- ➢ Providing support for product related issues engaging Linux platform over Postgres Database.
- ➢ Troubleshooting day-to-days issues related with system, e-mailing and office-suits.
- ➢ Installation of complete Contact Centre Suite.
- ➢ Provided training to client on various level (Admin level, IT level, Support level).
- ➢ Live monitoring of client process at various level.
- ➢ Development and deployment of CRM as per customer Requirement.
- ➢ Installation and configuration of Client-Server Java based Contact Center application
- ➢ Monitored the operations and optimization of Contact Center application
- ➢ Customer interaction for requirement gathering and application consultancy
- ➢ Installing, supporting and maintaining   computer systems; planning and responding to service outages and other problems
- ➢ Managing end-to-end project management activities including planning, effort, design, scope, estimation, resource coordination and delivery as per specified time frames.
- ➢ Fixing vulnerabilities by patching, upgrading the OS & firmware
- ➢ Package Management through RPM and YUM

- ➢ SLA Management

- ➢ New Branch setup project

- ➢ Lotus Notes/ Mail service support

- ➢ Vendor Management

- ➢ Team Management

Qualification

- ➢ Completed B.TECH from Netaji Subhash Institute Of Technology in Computer Science and Engineering with 76 % Marks.
- ➢ Completed XIIth from State Board with 69 % Marks.
- ➢ Completed Matriculation from Saraswati Vidya Mandir with 84 % Marks.

Personal Particulars

Name   :   **Kamal Nayani**
Date of Birth: :   **20 April 1995**
Father's Name   :   **Shri Shailendra rai**
Mother's Name   :   **Smt. Anita rai**
Gender   :   **female**
Languages   :   **English, Hindi, Bhojpuri**
Nationality   :   **Indian**
Marital Status   :   **Single**
Hobbies   : **Net surfing,**
Permanent   **Vill+PO :BUXAR, BIHAR**
address: **PIN :802101**

Declaration :   **I hereby certified that all the information recorded above is true up to my knowledge & I should be held responsible in case of in-correctness of the provided information.**

Place: New Delhi

Date: /   /   (Kamal Nayani)