

## Rakesh V

No, 520 Edayar Street  
V.V.K Temple Back lane  
Coimbatore-641001

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Mobile No: 91-9629130625

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### Career Objective:

To learn and function effectively in an organization and could deliver to the bottom line. To constantly upgrade my knowledge and skills and make a difference in whatever I do.

### Experience Summary:

Period	Organization	Designation
Oct 2016 to Till date	CMS IT Services - Cognizant Technology Solutions	System Administrator
April 2015 to Aug 2016	UGAM Solutions Coimbatore	System Analyst
July 2013 to October 2014	C Cubed Solutions Coimbatore	Technical Support Executive

### ROLES AND RESPONSIBILITIES:

- Desktops (PC's, Laptops and Peripherals) hands-on experience for both hardware and software.
- Proficient in ticketing system (BMC Remedy), regularly closing / updating calls based on Resolution / pending status respectively.
- Installing and troubleshooting software's such as MS Office products, Skype/Lync, Visual Studio, IBM RAD, SQL Server, Oracle, etc.,
- Good Knowledge and understanding of Network infrastructure and protocols such as TCP/IP, HTTP, etc.
- Installing and troubleshooting VPN clients such as Cisco, Juniper Networks, etc.
- Responsible for deploying and troubleshooting Operating system in desktops and other peripherals.
- Troubleshooting Email issues (Exchange Server and Azure) in Outlook applications.
- Enabling Lan ports in Hub room and physically supporting for Servers, Switches and Wi-Fi routers.
- Responsible for supporting a Citrix and VMware VDI and resolve technical issues with citrix clients, software applications and technical configurations related to end users.
- Assisting with infrastructure upgrades & change control of infrastructure.
- Hands on experience on Windows Bit locker security encryption and decryption.
- Installation and Configuration of Mac OS and resolving L1 level issues.
- Analyzing & Resolving operating system issues at end user level and reporting to core deployment team.
- Providing efficient support by responding to phone calls, emails and in-person requests within SLA.

- Monitoring AD objects such as users, groups, OU & assigning the permissions as per the security standards defined by the organization.
- Knowledge in configuring DHCP, DNS and also in creating scopes and reservation in DHCP.
- As a part of Infra team worked with high priority tickets which are assigned through BMC within SLA.
- Doing Windows Patch updates such as MacAfee DAT, MS patches, SCCM healthy checks etc.
- Configuring and troubleshooting Cisco and Nortel IP phones.
- Print Servers management and Troubleshooting.
- Coordinator for BCP (Business Continuity Process) activities during disaster recovery.
- Work on citrix alerts incidents and resolve within agreed SLA or escalate to concern team at right time.
- Joining bridge calls during the Network outage for fixing the issue in DC with the help of multiple internal teams and vendor as well.
- Monitoring data backup activity like daily, weekly, monthly, yearly backup of all file servers.
- Configuring the Network Services including DNS, DHCP, IPV4 and TCP/IP.
- Maintaining IBM TS3100 Server backup tapes in Data center.
- MacAfee Antivirus (Update, Agent Installation, Agent Monitoring & Reporting).

#### **Academic Performance:**

- Completed **Bachelor of Computer Technology** with an aggregate of **65.42%** at Sri VLB Janakiammal College of arts and Science, Coimbatore (2013)
- Completed **Higher Secondary Education** with an aggregate of **75.5%** from Sri VisweswaraVidhyalaya Matric Higher Secondary School, Coimbatore (2010)
- Completed **SSLC Exam** with an aggregate of **71.6%** from Sri VisweswaraVidhyalaya Matric Higher Secondary School, Coimbatore (2008)

#### **Hobbies:**

- Listening to music
- Bike Riding.

#### **Personal Details:**

Date of Birth : 23rd March, 1993  
 Father's Name : Mr.V.P.Venugopal  
 Mother's Name : Mrs.S.V.Kanakam  
 Nationality : Indian  
 Languages Known : Tamil, English

#### **Declaration:**

I do hereby confirm that the information given above is true to the best of my knowledge and belief.

Date:

Rakesh V