Rishabh Tiwari

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Synopsis

- 7 years Information Technology experience - LAN and WAN installation, administration, testing & troubleshooting with software & hardware.
- Microsoft Certified IT Professional **(MCITP)**, Microsoft Certified Technology Specialist **(MCTS)** and Cisco Certified Network Associate **(CCNA)** with the IT experience.
- Extensive experience in implementing Local Area Network configuration using Windows OS Servers. Installing and Configuring Active Directory Service in Windows 2003/2008/2012 Servers.
- Managing & administering MS Windows 2003/2008/2012 Servers.

Professional Experience

System Admin, CtrlA Systems Pvt. Ltd., New Delhi June 2018 – Till Date

- Responsible for all Computer, Servers, and Network.
- Providing support to customers remotely.
- Installation of servers and creating users accounts and managing rights.
- Printer Installation, Sharing Printer, Manage Printer
- Resolving domain issues, Network Issue.
- Configure MS Outlook, Configure DNS, DHCP, FTP and Managing active directory.
- Responsible for taking backup for users.
- Configure & allow RemoteApp desktop connection & Remote desktop connect to access resource remotely from cloud server.
- Provide office 365 support, like creation and configuration of mail I'd, Installation and troubleshooting of office 365 app.
- Create shared folder on SharePoint, provide the access of shared folder to specific user according to need. Mail delegation, Archiving
- Maintained inventory of installed desktop hardware and software components to keep records accurate and updated.
- Installation configuration and troubleshooting of operating systems like Windows, Linux.
- Configured hardware, devices, and software to set up workstations for employees.
- Ticket tracking system to prioritize, track and document problem resolutions and notify customers of issue status.
- Configured and installed computer systems for other sub-organizations.
- Hardware and software troubleshooting of Laptop & desktop.

FMS Engineer (L1 DSE), ITS Infosystems Pvt. Ltd. New Delhi   Dec 2015 – June 2018

- Networking Administrator and Hardware Maintenance on Windows Platform.
- MS Windows 2003/2008/2012 support at Sites.
- Troubleshooting software problem with MS Office 2003 and Lotus Notes.
- Providing support to the team remotely or on-site on related issues.
- Maintained inventory of installed desktop hardware and software components to keep records accurate and updated.

Support on Sites with ITS Infosystems Pvt. Ltd. New Delhi

State Bank of Patiala (Zonal Office IT Center)
- System and Network Administration of the Site.
- Responsibility for the Office LAN, Systems and Printers.
- Handling all the Mails related issues, hardware, and software problems.

Indian Overseas Bank (Regional Computer Center)
- Responsible for the Office LAN and Internet Cable Connection.
- Handling all the Mails related issues, hardware, and software problems.
- Responsible for scheduling and taking backup of Servers on day-to-day basis.
- Remotely manage to solve the problems in remote sites.
- Complete IT analysis and assessment for the setup of all the sites including the hardware and ISP.
- Management of user's accounts, access to the user's data, permissions, and standard applications etc.

Education and Credentials

- Bsc (2012-2015) from S.S. Degree College (Dr. B. R. A.U.)
- 12th (2010-2012) from S. A. B. Inter College in 2012 With 74% (UP Board)
- 10th (2009-2010) from S. A. B. Inter College in 2010 with 62% (UP Board)

Technical Certifications

- Completed A+ (Hardware) and N+ (Networking) in IACM Delhi
- Completed MCITP and MCTS In Delhi
- Completed Cisco Certified Network Associate (CCNA) in IACM Delhi
- Completed Patch Paneling in Enterprises Network & Password Breaking in IACM Delhi

Technical Skills

- Installation & Configuration of Windows Desktop & Server Operating System (XP, Vista, Windows 7, Window 8, Window 10, Server 2003, 2008 & 2012)

- Installing, configuring Windows XP, 7,8,10, Server 2008, R2, 2012.
- Troubleshooting user accounts & network connectivity on desktop.
- office 365 support, like creation and configuration of mail I'd, Installation and troubleshooting of office 365 app.
- Troubleshooting Pc's Issues Assembling and Dissembling.
- Printer Installation, Sharing Printer, Manage Printer
- Resolving domain issues, Network Issue.
- Troubleshooting LAN and WAN connectivity, Create Straight & Cross Cable.
- Configure MS Outlook, Configure DNS, DHCP, FTP and Managing active directory.
- Installing and Configuration, Troubleshooting Wireless Access Point
- Patch Panelling

Personal Details
Father Name: Veer Narayan Tiwari
Date of Birth: 13 August 1995
Sex: Male

Nationality: Indian
Marital Status: Single
Languages Known: English, Hindi
Hobbies: Watching movie ,internet surfing

I hereby declare that the information given above is true to the best of my Knowledge and belief.

Place: **Signature**

Date: **Rishabh Tiwari**