**AJIT NAIR**

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Pune, India

**DOMAIN EXPERTISE**

Infrastructure support on Windows Servers 2003/2008/2012R2

Client OS Support on Vista/7/8/8.1 & Windows 10

Hyper V (Virtualization)

Windows Server Backup (VSS)

Deployment (MBAM, WDS, MDT)

Windows Servicing

Disaster Recovery and High Availability

Certified in Business Analysis

Microsoft Certified Professional

**WORK EXPERIENCE**

**Convergys India** May 2016 – Till date

Enterprise Platform Support for Microsoft, Technical Support Engineer

Core knowledge of the Windows Server & Client Operating System.

Troubleshooting Blue Screen (BSOD) Errors on Windows Operating System on a Physical box, Hyper-V & VMware

Backup & Restore operations using Window Backup Utilities such as NTBACKUP, Windows server Backup.

In-depth knowledge of Volume Shadow Copy Service (VSS) for Windows OS Backup.

Performing Hyper-V Server Backup & Restore.

Strong skills in Hyper-V Snapshots Technology.

Bare metal Restore for Windows Server.

Windows System Image Backup & System Restore.

Intermediate level Concept & Troubleshooting knowledge of the Disks, RAID Configuration, MBR & GPT Disks Variations, Basic & Dynamic Disk Variations.

Intermediate Level knowledge on SAN, NAS & iSCSI.

Intermediate level concept knowledge on Microsoft Server Failover Clustering Technology.

Intermediate level knowledge on Folder Redirection & Memory management.

Basic knowledge of Active Directory Service (AD), DNS, DHCP.

Knowledge of Windows server performance tools such as Procmon and Dskprobe.

**Egain Communications** Mar 2015 – May 2016

Cloud Operations Engineer

Monitoring (Ground work (Nagios) monitoring and manual monitoring of application)

Ensuring performance and availability of the eGain applications, server and network infrastructure

Level 1 & 2 support related to Java based eGain Application/system/SQL database.

Maintain & operate the Windows and Linux infrastructure environment as per established procedures.

Work closely with Product Development, Professional Services and QA team to resolve issues effectively

Plan and deploy enterprise application level patches and/or upgrades on a regular basis.

Implement new Procedure and Policy to improve the performance and Quality of work.

Follow, review Change Management process.

Maintain SQL Database backups, Jobs.

Respond to the requests and inquiries from customers within the defined Service Level Agreement.

Proactively stay up-to-date with all the products suites, latest technologies concerning products and the underlying technologies and share this knowledge to the other engineers.

Work effectively with offshore teams, coordinating issue resolution and customer communication.

Maintain the issue statistics on the reported issues for the customer and communicate the updates to the customer(s).

**Projects:**

Multiple eGain Try and Buy projects.

Plan and Deploy eGain applications on Windows Servers hosted in eGain’s Datacenters.

Plan and perform end to end UAT (User Acceptance Testing)

Deploy latest hotfixes

**Egain Communications** Jul 2011 – Feb 2015

Sr. Executive, Inside Sales

I have 5 direct reports and my responsibilities in short include –

Working extensively on MS Dynamics CRM Sales module.

Responsible for working in a defined set of accounts/territory and creating business opportunities.

Business Development and Analysis into North America, Canada and Europe and converting leads to opportunities.

Responsible for creating plans for the said accounts to achieve targets and driving company revenue and profitability in those accounts.

Conducting discovery sessions with stakeholders from Managers to C-level executives to understand their requirements and creating qualified opportunities in diverse industries through high-energy presentations, proposals, and lead meetings.

Exceptional analysis skills with an ability to transform the needs of business users and stakeholders into functional / technical requirements.

Work closely with customers to identify their needs, problems and requirements and giving relevant eGain solutions.

Liaise with the marketing team to develop selling strategy within the target accounts – Created and delivered effective presentations and tools for the team.

**Marks and Spencer (London, UK)** Nov 2008 – Sept 2010

Sales Advisor and Business Involvement Group Representative

Business Involvement Group Representative is Marks and Spencer’s established employee forum. I was the BIG Representative for my store at Tottenham Court Road, London representing around 10-15 people. My role was to inform, involve, and consult colleagues on behalf of the business. To explain proposals to colleagues and gather their feedback to give back to the business. I also accompanied colleagues to hearings and appeals under company procedure, e.g. sick absence, disciplinary and grievance.

Involved in Fundraise events and coached team members on HHT [Hand Held Terminals], Self Service Tills and FSM [Food Stock Management].

Involved in the planning, designing, implementing ways for fundraising events and delivering results on the sales floor.

**Mphasis an HP Company** Mar 2006 – Dec 2007

Sr. Customer Support Officer

Key Responsibilities were to assist callers in letting them know their loan status, project plans & benefits of making early or timely payments, understanding the financial situation and accordingly provide alternative options in either lowering or deferring payments.

Floor walked for production units & new training batches to provide instant resolution for any sort of query which will reduce supervisory calls and average handle time of calls.

Conducted Coaching & Refresher Sessions for production units to deliver FTQ (First Time Quality).

**CERTIFICATIONS**

Certification in Business Analysis from British Computer Society, UK, 2014

UNIX Shell Scripting, 2015

Microsoft Certified Professional, 2017

**TECHNICAL TRAININGS**

Microsoft Official Training on Windows Server 2008/2012/2012R2

Microsoft Official Training on Windows 7/8/8.1/10

Microsoft Official Training on Windows Servicing, Deployment, Backup & Virtualization

**EDUCATIONAL QUALIFICATION**

Hospitality Management Advanced Training Diploma, 2010 (Cavendish College, London)

Bachelor of Commerce, 2014 (University of Pune)

**PERSONAL DETAILS**

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Date of Birth : 29th Jul, 1985.

Languages Known : English, Hindi, Malayalam, and Marathi.

-Ajit Nair