## **Arun Kumar**

To contribute as a team member in a lively work environment, focused on achieving organizational goals and personnel development.

☐ Configuring Windows server, Adding Domain Controller,

Configuring DHCP server role.

Msr Blue petals Bangalore, 560035 **7899513211 arun.128132@gmail.com** 

**Technical Skills** 

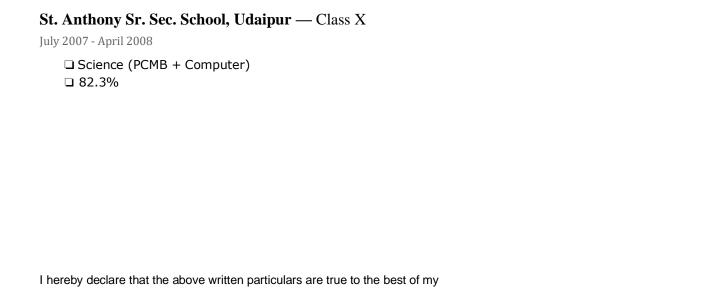
□ C++

## **EXPERIENCE**

VMware, Inc. , Bangalore — Senior Server support Engineer May 2020 - Present	<ul> <li>Microsoft Server</li> <li>Domain Controller</li> <li>Active directory</li> </ul>
<ul> <li>□ Vcenter Management and troubleshooting Vcenter.</li> <li>□ Configuring Vcenter 6.5, 6.7 and 7.0</li> <li>□ Troubleshooting issues related to Vcenter Database and root account</li> <li>□ Configuring users and permission for the user.</li> <li>□ Resolving issues with vcenter Certificates.</li> <li>□ Resolving storage issues with Vcenter.</li> <li>□ Configuring Vsphere HA, VCHA, DRS, SDRS and resolving issues with the same.</li> <li>□ Configuring and troubleshooting Vcenter Alarms.</li> <li>□ Troubleshooting Vmotion and, Snapshot, Vsan related issues.</li> <li>□ Content library, cloning and creating template</li> <li>□ Troubleshooting Web Client and HTML5 client related issues.</li> <li>□ Vcenter email Configuration</li> <li>□ EVC configuration and resolving problems with Vcenter services, crashes, hangs and slowness.</li> </ul>	<ul> <li>Configuring DHCP role</li> <li>Windows Backup services</li> <li>Windows server update services</li> <li>VMware – vsphere</li> <li>Configuring v-center server appliance</li> <li>Configuring and accessing ISCSI storage</li> <li>User, groups and permission</li> <li>V-sphere update manager</li> <li>Cloning and template</li> <li>V-switches</li> <li>Migration / V-motion.</li> <li>Vcenter Database</li> </ul>
<ul> <li>☐ Installing or Enabling a vCenter Server plugin for the Web Client or HTML5 Client</li> <li>☐ Resolving technical licensing issues with Vcenter and SNMP issues.</li> </ul>	Blade Server  Executive Skills
<ul> <li>□ OVF/OVA import and export and resolving issues related to the same.</li> <li>□ Vcenter log analysis with help of putty.</li> </ul>	☐ Time Management☐ Task Initiator☐ Flexible and adaptable
Hewlett Packard Enterprise, Bangalore — Server support Engineer  November 2017 – May 2020  Troubleshooting on ProLiant and Blade servers of HPE.  Resolving issues related to firmware, Network, storage, and other hardware components	Languages  □ English (Proficient) □ Hindi (Proficient) □ Malayalam (intermediate)
☐ Resolving issues in server with Microsoft, Linux and VMware OS	

Engage with vendors to provide effective solution to Clients.   Working Windows Backup services and scheduling backup.   Work on CRM tool - salesforce tool to log case and dispatch   Maintained a working knowledge of RAID configuration to ensure optimal performance and combat redundancy.    Maintained a working knowledge of RAID configuration to ensure optimal performance and combat redundancy.    Maintained a working knowledge of RAID configuration to ensure optimal performance and combat redundancy.    Dell International Pvt Ltd, Bangalore — Senior Client Technical Support executive   July 2016 - November 2017   Troubleshooting on Windows Operating System, MS Office, Network connectivity, Printer, Print services and E-mail Clients   Indicated to a sale of the constitution of the configuring of the sale   Indicated to a sale of the configuring different E-mail Clients like Outlook, live mail, Thunderbird.   Resolve business queries & provide new ideas relating to business and tools used    Convergys India Pvt Ltd, Bangalore — Technical support   Associate (Microsoft)   April 2015 - May 2016   Act as a single point of contact for phone calls from customer regarding   Windows and MS Office issues, queries and logging the case appropriately   Troubleshooting issues related to Microsoft products in Windows and Mac.   Installing and Configuring Windows OS in DOS and Mac.   Installing, Configuring and troubleshooting on MS Office product (Windows and Mac).   Configuring different E-mail Clients in Outlook (Windows and Mac).   Configuring different E-mail Clients in Outlook (Windows and Mac).   Effectively involving in the implementation of new strategies.   Monitoring and supporting the team members.     EDUCATION   Sathyabama University, Chennai — B.E   May 2010 - April 2014   B.E in Mechanical and Production Engineering   B.E   Mechanical and Production Engineering   B.E   School, Udaipur — Class XII   Science (PCM + Computer)		
Work on CRM tool - salesforce tool to log case and dispatch   Maintained a working knowledge of RAID configuration to ensure optimal performance and combat redundancy.    Maintained   Pvt Ltd.   Bangalore — Senior Client Technical Support executive     July 2016 - November 2017   Troubleshooting on Windows Operating System, MS Office, Network connectivity, Printer, Print services and E-mail Clients.     Identify problems and root causes, taking a consultative approach to assist the client with resolution.     Setting up User accounts, UAC permissions.     Configuring different E-mail Clients like Outlook, live mail, Thunderbird.     Resolve business queries & provide new ideas relating to business and tools used    Convergys India Pvt Ltd, Bangalore — Technical support Associate (Microsoft)     Act as a single point of contact for phone calls from customer regarding Windows and MS Office issues, queries and logging the case appropriately   Troubleshooting issues related to Microsoft products in Windows and Mac.   Installing, Configuring Windows OS in DOS and Mac.   Installing, Configuring and troubleshooting on MS Office product (Windows and Mac).   Configuring different E-mail Clients in Outlook (Windows and Mac).   Configuring different E-mail Clients in Outlook (Windows and Mac).   Effectively involving in the implementation of new strategies.   Monitoring and supporting the team members.    EDUCATION   Sathyabama University, Chennai — B.E.   May 2010 - April 2014   B.E. in Mechanical and Production Engineering   B.S. GCPA   St. Anthony Sr. Sec. School, Udaipur — Class XII   July 2009 - April 2010	☐ Engage with vendors to provide effect	ctive solution to Clients.
□ Maintained a working knowledge of RAID configuration to ensure optimal performance and combat redundancy.  Dell International Pvt Ltd, Bangalore — Senior Client Technical Support executive  July 2016 - November 2017 □ Troubleshooting on Windows Operating System, MS Office, Network connectivity, Printer, Print services and E-mail Clients. □ Identify problems and root causes, taking a consultative approach to assist the client with resolution. □ Setting up User accounts, UAC permissions. □ Configuring different E-mail Clients like Outlook, live mail, Thunderbird. □ Resolve business queries & provide new ideas relating to business and tools used  Convergys India Pvt Ltd, Bangalore — Technical support Associate (Microsoft) April 2015 - May 2016 □ Act as a single point of contact for phone calls from customer regarding Windows and MS Office issues, queries and logging the case appropriately □ Troubleshooting issues related to Microsoft products in Windows and Mac. □ Installing and Configuring Windows OS in DOS and Mac. □ Installing, Configuring and troubleshooting on MS Office product (Windows and Mac). □ Configuring different E-mail Clients in Outlook (Windows and Mac). □ Effectively involving in the implementation of new strategies. □ Monitoring and supporting the team members.  EDUCATION  Sathyabama University, Chennai — B.E  May 2010 - April 2014 □ B.E in Mechanical and Production Engineering □ 8.3 CGPA  St. Anthony Sr. Sec. School, Udaipur — Class XII  July 2009 - April 2010	☐ Working Windows Backup services a	and scheduling backup.
Dell International Pvt Ltd, Bangalore — Senior Client Technical Support executive  July 2016 - November 2017    Troubleshocoting on Windows Operating System, MS Office, Network connectivity, Printer, Print services and E-mail Clients.   Identify problems and root causes, taking a consultative approach to assist the client with resolution.   Setting up User accounts, UAC permissions.   Configuring different E-mail Clients like Outlook, live mail, Thunderbird.   Resolve business queries & provide new ideas relating to business and tools used  Convergys India Pvt Ltd, Bangalore — Technical support  Associate (Microsoft)  April 2015 - May 2016   Act as a single point of contact for phone calls from customer regarding    Windows and MS Office issues, queries and logging the case    appropriately   Troubleshooting issues related to Microsoft products in Windows and Mac.   Installing and Configuring Windows OS in DOS and Mac.   Installing, Configuring and troubleshooting on MS Office product    (Windows and Mac),   Configuring different E-mail Clients in Outlook (Windows and    Mac),   Configuring and supporting the team members.  EDUCATION  Sathyabama University, Chennai — B.E  May 2010 - April 2014   B.E in Mechanical and Production Engineering    B.E in Mechanical School, Udaipur — Class XII  July 2009 - April 2010	☐ Work on CRM tool - salesforce tool to	o log case and dispatch
July 2016 - November 2017    Troubleshooting on Windows Operating System, MS Office, Network connectivity, Printer, Print services and E-mail Clients.   Identify problems and root causes, taking a consultative approach to assist the client with resolution.   Setting up User accounts, UAC permissions.   Configuring different E-mail Clients like Outlook, live mail, Thunderbird.   Resolve business queries & provide new ideas relating to business and tools used    Convergys India Pvt Ltd, Bangalore — Technical support Associate (Microsoft)   April 2015 - May 2016   Act as a single point of contact for phone calls from customer regarding Windows and MS Office issues, queries and logging the case appropriately   Troubleshooting issues related to Microsoft products in Windows and Mac.   Installing, Configuring Windows OS in DOS and Mac.   Installing, Configuring and troubleshooting on MS Office product (Windows and Mac).   Configuring different E-mail Clients in Outlook (Windows and Mac).   Effectively involving in the implementation of new strategies.   Monitoring and supporting the team members.    EDUCATION	☐ Maintained a working knowledge of F	RAID configuration to ensure optimal performance and combat redundancy.
July 2016 - November 2017    Troubleshooting on Windows Operating System, MS Office, Network connectivity, Printer, Print services and E-mail Clients.   Identify problems and root causes, taking a consultative approach to assist the client with resolution.   Setting up User accounts, UAC permissions.   Configuring different E-mail Clients like Outlook, live mail, Thunderbird.   Resolve business queries & provide new ideas relating to business and tools used    Convergys India Pvt Ltd, Bangalore — Technical support Associate (Microsoft)   April 2015 - May 2016   Act as a single point of contact for phone calls from customer regarding Windows and MS Office issues, queries and logging the case appropriately   Troubleshooting issues related to Microsoft products in Windows and Mac.   Installing, Configuring Windows OS in DOS and Mac.   Installing, Configuring and troubleshooting on MS Office product (Windows and Mac).   Configuring different E-mail Clients in Outlook (Windows and Mac).   Effectively involving in the implementation of new strategies.   Monitoring and supporting the team members.    EDUCATION	Dell International Pyt Ltd. Rangald	ore — Senior Client Technical Support executive
E-mail Clients.  Identify problems and root causes, taking a consultative approach to assist the client with resolution.  Setting up User accounts, UAC permissions.  Configuring different E-mail Clients like Outlook, live mail, Thunderbird.  Resolve business queries & provide new ideas relating to business and tools used  Convergys India Pvt Ltd, Bangalore — Technical support  Associate (Microsoft)  April 2015 · May 2016  Act as a single point of contact for phone calls from customer regarding  Windows and MS Office issues, queries and logging the case appropriately  Troubleshooting issues related to Microsoft products in Windows and Mac.  Installing and Configuring Windows OS in DOS and Mac.  Installing, Configuring and troubleshooting on MS Office product (Windows and Mac).  Configuring different E-mail Clients in Outlook (Windows and Mac).  Effectively involving in the implementation of new strategies.  Monitoring and supporting the team members.  EDUCATION  Sathyabama University, Chennai — B.E  May 2010 · April 2014  B.E in Mechanical and Production Engineering  B.E May 2010 · April 2014  B.E in Mechanical and Production Engineering  B.E Anthony Sr. Sec. School, Udaipur — Class XII  July 2009 · April 2010		Semon Chem recomment support executive
□ Setting up User accounts, UAC permissions. □ Configuring different E-mail Clients like Outlook, live mail, Thunderbird. □ Resolve business queries & provide new ideas relating to business and tools used  Convergys India Pvt Ltd, Bangalore — Technical support Associate (Microsoft)  April 2015 - May 2016 □ Act as a single point of contact for phone calls from customer regarding	-	ting System, MS Office, Network connectivity, Printer, Print services and
□ Configuring different E-mail Clients like Outlook, live mail, Thunderbird. □ Resolve business queries & provide new ideas relating to business and tools used  Convergys India Pvt Ltd, Bangalore — Technical support Associate (Microsoft)  April 2015 - May 2016 □ Act as a single point of contact for phone calls from customer regarding	☐ Identify problems and root causes, to	aking a consultative approach to assist the client with resolution.
Convergys India Pvt Ltd, Bangalore — Technical support Associate (Microsoft)  April 2015 - May 2016  □ Act as a single point of contact for phone calls from customer regarding Windows and MS Office issues, queries and logging the case appropriately □ Troubleshooting issues related to Microsoft products in Windows and Mac. □ Installing and Configuring Windows OS in DOS and Mac. □ Installing, Configuring and troubleshooting on MS Office product (Windows and Mac). □ Configuring different E-mail Clients in Outlook (Windows and Mac). □ Effectively involving in the implementation of new strategies. □ Monitoring and supporting the team members.  EDUCATION  Sathyabama University, Chennai — B.E  May 2010 - April 2014 □ B.E in Mechanical and Production Engineering □ 8.3 CGPA  St. Anthony Sr. Sec. School, Udaipur — Class XII July 2009 - April 2010	☐ Setting up User accounts, UAC pern	nissions.
Convergys India Pvt Ltd, Bangalore — Technical support Associate (Microsoft)  April 2015 - May 2016  Act as a single point of contact for phone calls from customer regarding Windows and MS Office issues, queries and logging the case appropriately  Troubleshooting issues related to Microsoft products in Windows and Mac. Installing and Configuring Windows OS in DOS and Mac. Installing, Configuring and troubleshooting on MS Office product (Windows and Mac). Configuring different E-mail Clients in Outlook (Windows and Mac). Effectively involving in the implementation of new strategies. Monitoring and supporting the team members.  EDUCATION  Sathyabama University, Chennai — B.E  May 2010 - April 2014 B.E in Mechanical and Production Engineering B.E a.3 CGPA  St. Anthony Sr. Sec. School, Udaipur — Class XII July 2009 - April 2010	☐ Configuring different E-mail Clients I	ike Outlook, live mail, Thunderbird.
Associate (Microsoft)  April 2015 - May 2016  Act as a single point of contact for phone calls from customer regarding Windows and MS Office issues, queries and logging the case appropriately Troubleshooting issues related to Microsoft products in Windows and Mac. Installing and Configuring Windows OS in DOS and Mac. Installing, Configuring and troubleshooting on MS Office product (Windows and Mac). Configuring different E-mail Clients in Outlook (Windows and Mac). Effectively involving in the implementation of new strategies. Monitoring and supporting the team members.  EDUCATION  Sathyabama University, Chennai — B.E  May 2010 - April 2014 B.E in Mechanical and Production Engineering B.E in Mechanical and Production Engineering B.S CGPA	☐ Resolve business queries & provide	new ideas relating to business and tools used
<ul> <li>□ Act as a single point of contact for phone calls from customer regarding Windows and MS Office issues, queries and logging the case appropriately</li> <li>□ Troubleshooting issues related to Microsoft products in Windows and Mac.</li> <li>□ Installing and Configuring Windows OS in DOS and Mac.</li> <li>□ Installing, Configuring and troubleshooting on MS Office product (Windows and Mac).</li> <li>□ Configuring different E-mail Clients in Outlook (Windows and Mac).</li> <li>□ Effectively involving in the implementation of new strategies.</li> <li>□ Monitoring and supporting the team members.</li> </ul> EDUCATION Sathyabama University, Chennai — B.E May 2010 - April 2014 □ B.E in Mechanical and Production Engineering □ 8.3 CGPA St. Anthony Sr. Sec. School, Udaipur — Class XII July 2009 - April 2010	, ,	ore — Technical support
Windows and MS Office issues, queries and logging the case appropriately    Troubleshooting issues related to Microsoft products in Windows and Mac.   Installing and Configuring Windows OS in DOS and Mac.   Installing, Configuring and troubleshooting on MS Office product (Windows and Mac).   Configuring different E-mail Clients in Outlook (Windows and Mac).   Effectively involving in the implementation of new strategies.   Monitoring and supporting the team members.    Betain Mechanical and Production Engineering   B.E in Mechanical and Production Engineering   B.S. CGPA    St. Anthony Sr. Sec. School, Udaipur — Class XII   July 2009 - April 2010	April 2015 - May 2016	
appropriately  Troubleshooting issues related to Microsoft products in Windows and Mac.  Installing and Configuring Windows OS in DOS and Mac.  Installing, Configuring and troubleshooting on MS Office product (Windows and Mac).  Configuring different E-mail Clients in Outlook (Windows and Mac).  Effectively involving in the implementation of new strategies.  Monitoring and supporting the team members.  EDUCATION  Sathyabama University, Chennai — B.E  May 2010 - April 2014  B.E in Mechanical and Production Engineering B.S athyabama University Chennai — Class XII  July 2009 - April 2010	☐ Act as a single point of contact for pl	hone calls from customer regarding
□ Installing and Configuring Windows OS in DOS and Mac. □ Installing, Configuring and troubleshooting on MS Office product (Windows and Mac). □ Configuring different E-mail Clients in Outlook (Windows and Mac). □ Effectively involving in the implementation of new strategies. □ Monitoring and supporting the team members.  EDUCATION  Sathyabama University, Chennai — B.E  May 2010 - April 2014 □ B.E in Mechanical and Production Engineering □ 8.3 CGPA  St. Anthony Sr. Sec. School, Udaipur — Class XII  July 2009 - April 2010	·	ueries and logging the case
□ Installing, Configuring and troubleshooting on MS Office product (Windows and Mac). □ Configuring different E-mail Clients in Outlook (Windows and Mac). □ Effectively involving in the implementation of new strategies. □ Monitoring and supporting the team members.  EDUCATION  Sathyabama University, Chennai — B.E  May 2010 - April 2014 □ B.E in Mechanical and Production Engineering □ 8.3 CGPA  St. Anthony Sr. Sec. School, Udaipur — Class XII  July 2009 - April 2010	☐ Troubleshooting issues related to Mi	crosoft products in Windows and Mac.
(Windows and Mac).  Configuring different E-mail Clients in Outlook (Windows and Mac).  Effectively involving in the implementation of new strategies.  Monitoring and supporting the team members.  EDUCATION  Sathyabama University, Chennai — B.E  May 2010 - April 2014  B.E in Mechanical and Production Engineering  B.E in Mechanical and Production Engineering  R.S. Anthony Sr. Sec. School, Udaipur — Class XII  July 2009 - April 2010		
Mac).  □ Effectively involving in the implementation of new strategies.  □ Monitoring and supporting the team members.  EDUCATION  Sathyabama University, Chennai — B.E  May 2010 - April 2014  □ B.E in Mechanical and Production Engineering □ 8.3 CGPA  St. Anthony Sr. Sec. School, Udaipur — Class XII  July 2009 - April 2010		ooting on MS Office product
□ Monitoring and supporting the team members.  EDUCATION  Sathyabama University, Chennai — B.E  May 2010 - April 2014  □ B.E in Mechanical and Production Engineering □ 8.3 CGPA  St. Anthony Sr. Sec. School, Udaipur — Class XII  July 2009 - April 2010		n Outlook (Windows and
EDUCATION  Sathyabama University, Chennai — B.E  May 2010 - April 2014  B.E in Mechanical and Production Engineering B.3 CGPA  St. Anthony Sr. Sec. School, Udaipur — Class XII  July 2009 - April 2010	☐ Effectively involving in the implemen	station of new strategies.
Sathyabama University, Chennai — B.E  May 2010 - April 2014  □ B.E in Mechanical and Production Engineering □ 8.3 CGPA  St. Anthony Sr. Sec. School, Udaipur — Class XII  July 2009 - April 2010	☐ Monitoring and supporting the team	members.
May 2010 - April 2014  □ B.E in Mechanical and Production Engineering □ 8.3 CGPA  St. Anthony Sr. Sec. School, Udaipur — Class XII  July 2009 - April 2010	EDUCATION	
□ B.E in Mechanical and Production Engineering □ 8.3 CGPA  St. Anthony Sr. Sec. School, Udaipur — Class XII July 2009 - April 2010	Sathyabama University, Chennai	— B.E
St. Anthony Sr. Sec. School, Udaipur — Class XII July 2009 - April 2010	May 2010 - April 2014	
St. Anthony Sr. Sec. School, Udaipur — Class XII July 2009 - April 2010	☐ B.E in Mechanical and Production E	ngineering
July 2009 - April 2010	□ 8.3 CGPA	
	•	pur — Class XII

□ 68%



Date: 17th January 2021

knowledge and belief.

Name: Arun Kumar R