**AMLAN MUKHOPADHYAY**

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***LinkedIn****:*[*in.linkedin.com/pub/amlan-mukhopadhyay/11/740/49/*](http://www.rediffmail.com/cgi-bin/red.cgi?red=http%3A%2F%2Fin%2Elinkedin%2Ecom%2Fpub%2Famlan%2Dmukhopadhyay%2F11%2F740%2F49%2F&isImage=0&BlockImage=0&rediffng=0&rogue=(null))

VMWARE and WINDOWS SYSTEM ADMINISTRATOR

*Certified MCP and VCP with an experience of over 8+ years across the IT industry*

**PROFILE**

*Technically sophisticated & result driven Microsoft**Professional, with an experience of over 8.10 years. Currently I am working with Kelly Service and Supporting L3 to* ***Autodesk, Inc*** *as****Senior System Administrator.***

*Proven technical and analytical skills, with sound knowledge, understanding and skill of creating, maintain IT infrastructure, Virtual machine designing, analysis, testing, database development and scripting for modules while structuring customized hardware and networking solutions to meet customer's specific needs.*

*Specializing in Infrastructure Support, Technical Support, Antivirus, WSUS patch up gradation, ADS, Domain Name Service configuration, Dynamic Host configuration, VMWARE and Break down challenges, willing to take up challenging IT support with team of Professionals and head the support team.*

*Innate strengths in generating IT and servicing business in fiercely competitive scenario, In depth exposure to business processes across multiple domains having ability to set entrepreneurial direction IT server support infrastructure and business.*

*Hands on expertise in Operating Systems, Active Directory Deployment, VMware Technologies and professional experience in Active Directory Management, including the Integrating Supporting Technologies analysis.*

*Competent in managing the facility and infrastructure set-up & maintenance with the expertise in Vendor Identification, Development & Analytical Assessment, Schedule Drafting and planning the commutation routes.*

*Acknowledged Managers, mentor and a trainer with ability to create and sustain high work tempo. Exception in analytical and troubleshooting skills, Superior communication skills, enriched with logical reasoning.*

*Expert in Windows server 2008/2003, Microsoft Active Directory, DHCP, DNS,WSUS and ability to maintain VMware Servers 5.1 and related issues.*

**PROFESSIONAL EXPERIENCE**

**Kelly Services**

**Dec 2013 to Till Date**

**Project: Autodesk, Inc.**

Providing **level 3 technical support** to employees of Autodesk, Inc. and India and across global. Monitoring, Analyse log, track and fix software and hardware issue for more than 3000 servers.

Responsibilities include analysis, installation, maintenance and modification **Active Directory Domains and Sites, DHCP, WSUSU** and **VM-Ware.**

Maintain VM, cloning, Migration and HA, monitoring Alerts in V-Canter.

Troubleshooting VMware related issue, **VMware Infrastructure, Virtual Networks, V- motion etc.**

Fixing hardware and OSrelated issues, Installing and working on operating system issues security patches.

**Xorail LLC**

**June 2011 –Nov 2013**

**System Administrator**

Providing **L2 and L3 technical support** to employees of Xorail and Wabtec (Parent company of Xorail) India (Bangalore and Kolkata office) and across global.

Analyse, Monitoring log, track and providing solution, fix for OS, Software and hardware issues. Supporting servers like Printer, File share server, and Database/ Application. Responsibilities include analysis, installation, maintenance and modification **Active Directory Domains and Sites, DHCP, DNS, VM-Ware and WSUS.**

Creating user and permission in Oracle DB**.**Maintain MS-SQL and My-SQL DB and Backup, recovery.

Create and troubleshooting VMware related issue, **VMware Infrastructure, Virtual Networks, V- motion, HA etc.**

Managing **DHCP** server, **scope**, **reservation of IP and DNS.**

Fixing Hardware issues, Installing and working on operating system issues in VPN, SCCM etc. Maintain inventory for Bangalore office for hardware and software also monitoring internet connectivity through different tools and coordinating with vendor.

Acting as single point of contact for teams at different verticals across global.

Coordinating with vendor related issues for different hardware

**CSS Corporation**

**May'2010-Oct 2010**

System Engineer

**Project name: Lulu**

Providing **level 2 technical support** to employees of Lulu Software India Pvt. Ltd

Monitoring and troubleshooting Windows, VMware related issue, **VMware Infrastructure, Virtual Networks.**

Analyse, log, track and complex software and hardware matters of significance pertaining to DHCP, DNS issues, printer, server, and application to meet business needs.

Responsibilities include analysis, installation, maintenance and modification **Configuring Active Directory Domains and Sites, Setting up Users, Groups, and Computers.**

FixingADS data **backup and recovery.**

DNS and DHCP entry for new server and other hardware.

Managing **DHCP** server, **scope**, **reservation of IP.**Fixing Hardware issues, Installing and working on operating system issues Data Card, VPN, Polycom, Projector etc, Maintain inventory for Bangalore office for hardware and software Also monitoring internet connectivity through different tools and coordinating with vendor.

Performing follow up with the users and managers on approvals and resolution

Acting as single point of contact for teams at different verticals. Coordinating with vendor related issues for different hardware(Server, Desktop and Laptop).

**OSS Technology**

**Jun'08-April'2010**

**System Support Engineer**

Providing level 2 technical support to employees of Rambus Chip Technology (In HP role)

Using HP Open View Service Desk (OVSD) version 4.5 & Supporting ADS and DHCP server.

Handling printer server & supporting Symantec antivirus server. Backup server configuration, restore and configuration.

Installing, configure and troubleshoot Microsoft Office and related issue.

Monitoring and configuring print server, file server (creating of new security group and new folder) and Net-Aps and Symantec net backup of file server and user profile. Supporting Cisco VPN issue and RAS security server.

Taking Care of desktop and laptop related issues. Creation of User id and E-mail id in domain.

Secure Token Access configure in remote access. Limited exposure in UNIX and LINUX issue. Resolving WebEx meeting issue. Support Oracle, ROSI, r-Path tools.

**Mind River**

**Feb'08 - May'08**

**Technical Support Engineer**

Providing level 1 & 2 technical support to employees of Alcatel-Lucent Technology (Remote, Mail, Voice support)

Using HP Open View Service Desk (OVSD) version 4.5 with SP17.Taking Care of desktop and laptop related issues.

Installing, configure and troubleshoot Microsoft Office. Monitoring and configuring print server, file server (creating of new security group and new folder) and backup of file server.

Limited exposure to troubleshooting of Network Related issues. Add machine in the domain and groups.

Creation of User id and E-mail id in domain, modules.

Configuring Wireless connection in Laptop. Secure Token Access configure in remote access. Configure the iPass connection.

**Network Solution (An IBM Company)**

**Jun'05 - Feb'08**

**Manager Services**

Provided L1 and L2 technical supports to employees of **Infosys Technologies**. Taking Care of desktop and laptop related issues.

Installing, configure and troubleshoot in Operating system, Antivirus, SMS client. Installing, configure and troubleshoot application and tools like SQL Server, Visual Basic, Dot net etc.

Installing, configure and troubleshoot Microsoft Office. Hardening Desktop, Laptop and Server according to company Security policy.

Monitoring and configuring print server, file server (creating of new security group and new folder) and backup of file server.

Creating the OS images for different model of Desktop and Laptop.

Audited the desktop and laptop division of offshore project belonging to Bank Of America, Fidelity, Milan Bank, British Petroleum, CITI Bank, Schlumberger etc.

Limited exposure to troubleshooting of Network Related issues. Taking backup and restoration of the file server.

Add machine in the domain and groups. Creation of E-mail id, group ID.

Managing DHCP server, scope, reservation of IP. Configuring Wireless connection in Laptop

**Array Solution (India) Ltd**

Jan'04 - Nov'04

Junior Administrator

**Ad\_Gen iAmInc**

Aug'03 - Jan'04

Junior Programmer in VB & MS Access

**EDUCATIONAL CREDENTIALS**

**M.C.A - Pursuing**

ICFAI University

[**B.Sc**](http://www.rediffmail.com/cgi-bin/red.cgi?account_type=1&red=http://B.Sc&isImage=0&BlockImage=0&rediffng=0)**. Computer Science -2002**

Bangalore University

**Certification:**

Microsoft Certified Professional - Installing, Configuring, and Administering Windows XP, Windows server 2003 / 2008 environment.

VCP-VMware 5.1 server configuration and maintenance.

**Date of Birth:**22nd December 1978

**Languages Known:** English, Hindi & Bengali

**Passport No:**G6555885, Exp. on 03/03/2018

PAN Card No: AWAPM8548B

**References:** Available on Request

AMLAN MUKHOPADHYAY