**GopalakrishnaGowda**

Mangalore, Karnataka – India

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**Profile:**

Solution-oriented, highly analytically and resourceful candidate with extensive experience in System administration, Networking administration, VSAT installation & maintenance and Desktop support with above **Six years on hand work experience**. Team player with reputation for providing excellent user service, able to travel and maintain a flexible work schedules.

**Total Work Experience: 6 years 2 month**

**Area of Expertise: Desktop Support, System Admin, Network Support, Windows Server Administration and VSAT**

**Professional Certification:**

* **MCSA** – Microsoft Certified Solution Associate (Windows Server 2008)
* **MCITP** – Microsoft Certified IT professional (Windows Server 2008, enterprises Administrator)
* **MCTS** – Microsoft Certified Technology Specialist
* **MCP** – Microsoft certified professional
* **EEIOC** – Emperion Earth-station Installation and Operation Course (VSAT)

**Professional Education & Training**

* **ACHNP (Advanced Certified Hardware & Networking Professional)** from Indian Institute of Hardware Technology (IIHT),Vijayanagara, Bangalore – India.
* **VSAT Earth-Station Installation, Configuration & Troubleshooting** Course from Emperion VSAT provider – Dubai UAE

**Academic Education**

* Currently pursuing 6th semester of **BSc In Networking** graduation from Sikkim Manipal University
* **Diploma In Industrial Electronics** (JOC) from I.T.E.S Engineering & Vocational Exam Board , Mumbai
* **PUC (10+2)** from St. George PU Collage Nellyady

**Work Experience:**

* Hinduja Global Solutions, Bangalore, From August 2014 – Till date. Position – **Senior Executive Technical Service Group**
* DRS Technology Inc. (Client of AIM Group)Camp DWR, Afghanistan, From April 2012– April 2014Position **– IT Specialist**
* 77 Construction Company, AIR BASE Bagram - Afghanistan, From July 2011 – April 2012.Position – **IT Specialist (VSAT)**
* Prime-Projects International LLC, FOB’s in Iraq & Afghanistan, From May 2009 – July 2011.Position – **IT Specialist (VSAT)**
* Excelerate-India Pvt. Ltd, Bangalore – India, From FEB 2008 – March 2009.Position – **IT Technician**

**Job Description:**

* Providing Wi-Fi service to US Army troops, British Army troops and other NATO troops.
* Managing and monitoring Active Directory, DNS and DHCP servers, Monitoring network traffic, Monitoring server performance, Monitoring Wi-Fi networks.
* Monitoring Company network mapped with Solarwind and generating the report.
* Monitoring Anti-Virus Server.
* Changing group memberships, Creating user and group accounts, setting up new user’s accounts & profiles and dealing with password issue
* Configuring & troubleshooting CISCO router, Switches, Wi-Fi access point and bridges , Juniper Switches
* Installing , configuring & troubleshooting ARUBA Wi-Fi AP 85/105/175
* Monitoring , troubleshooting and creating or modifying the profile in ARUBA 3600/6000 series network controller
* Responsible for supporting: windows XP/VISTA/ Windows 7/ Windows 8/MAC OS/ LINUX / Microsoft office 2003/2007 and 2010, windows server 2003 & 2008, Taking backup , Setting up Microsoft Outlook email client, Updating Anti-virus products and other application software and OS, LAN/WAN, VSAT, Wireless router , wireless access point and firewall configuration.
* Wi-Fi Fault finding, troubleshooting and fixing the issue on Android based Mobile phones; IOS based Mobile phones, Laptop Computers and other Wi-Fi enabled devices.
* Level 3 support to windows based systems, LINUX based systems, MAC systems and mobile phones.
* Installing and configuring computer hardware, operating systems and applications.
* Logging calls and keeping records of previous customer contacts. Running reports on common trends to identify underlying problems
* Diagnosis of PC, Printer, VSAT equipment's, networking and Infrastructure issues
* Ku-Band & C Band VSAT Installations & Troubleshooting , Installing the VSAT dish, pointing the Dish, Configuring the VSAT modems and Router (iDirect 3000/5000, Comtech NS2000, Novelsat)
* Tracking work in progress. Working with customers to identify computer faults. Advising customers about how to correct problems
* Updating ‘knowledge banks’ that customers can view online to try and solve common problems themselves
* Making arrangements to call out a field engineer to visit the customer if they are unable to fix the problem
* OFC (Optical Fiber Cable) Splicing.

**Skills:**

* Good at problem solving, good at organizing and multitasking. Strong IT skills
* Managing and monitoring Active Directory, DNS and DHCP servers, Desktop Support.
* Setting up small office network.
* Able to explain technical problems in a simple terms
* Able to communicate with customer on all aspects of the job throughout the duration of the job.
* Strong communication skills, verbal, written and interpersonal. Strong presentation skills.
* Able to work independently as well as in a team environment.
* Able to work productively with frequent interruptions. Ability to work the required hours of the position
* Work well with people, a dedication to continually update knowledge. A clear understanding of the employer’s particular systems
* In depth knowledge of network types (LAN, WAN, MAN)
* Experience in Fusion Splicing, Termination and testing in all types of Fiber Optic Cables and operate FOC instruments like OTDR, FUSION SPLICER and FLV etc.

**Personal Details:**

Gender : Male

Nationality : Indian

DOB : 14 – Feb - 2014

Passport # : M1224518

Issue Date : 18 – Aug - 2014

Passport Expire Date : 17 - Aug - 2024

DL Status : Yes

Microsoft ID (MCP ID) : 6145083

**Declaration**

I hereby declare that the above-mentioned information is true to the best of my knowledge.

Yours Faithfully

(Gopalakrishna G)