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**CURRICULUM VITAE**

Pramod Kumar

#410, 7th Main, “A” Block,

Milk Colony, Subramanyanagar,

Bangalore - 560021

Mob-9916074882

**E-mail: pramodk.bksc@gmail.com**

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**Objective:**

Seeking a challenging position in IT to enhance my knowledge and technical skill sets and at the same time benefit the organization by investing my career and hard work contributing towards the uplift of the organization.

**Work Experience: 6 Year 11 months:**

* Worked as Hardware Engineer in **Softech Agency** from January 2008 to March 2010.
* Worked as Desktop Support Engineer in **Value Point** from April 2010 to March 2011.
* Worked as Desktop Support Team Lead in **Bench Mark Computers** from April 2011 to March 2012.
* Working as Sr. IT-executive Engineer (Team Lead) in **International Society for Krishna Consciousness** from April 2012 to Nov 2014.

**Course:**

* Course completed from Rooman Technology- A+, MSCE(2003), MCITP Server(2008-R2), CCNA, and Exchange Server 2013.

**Certification:**

* Microsoft Certified System Administration (MCSA) 2003.
* ITIL- FOUNDATION Certification 2014.

**Job Profile in Softech Agency:**

* Upgrading and assembling hardware peripherals & software installation.
* Management of user accounts and access controls to support clients.
* Administering Windows NT/2000/XP workstations.
* Configuring Printers & MS Office and installation of device drivers for hardware components.
* Perform system software and hardware maintenance, evaluate, test and integrate upgrades to operating systems, support software and applications.
* Closure of calls on priority thus meeting response and resolution SLA.
* Responding to Backup & Restore tickets when required.

**Job Profile in Value Point:**

* Perform system software and hardware maintenance, evaluate, test and integrate upgrades to operating systems, support software and applications.
* Handling escalated calls regarding to Desktop support handling issues for more than 500 computers.
* Maintenance of 70 and more network, laser jet and dot matrix printers.
* Documentation of repeated calls and offloading those to new joinees.
* Maintaining good team spirit by conducting training sessions on known issues.

**Job Profile in BenchMark Computers:**

* Handling 500 desktops and 70 laptops as well as responsible for system performance and maintenance.
* Lead Analyst of Desktop Support Team.
* SPOC for all hardware and software issue.
* Responsible for on call during weekends.
* Performing asset management and maintaining records management of various peripherals and the information pertaining to those peripherals.
* Using windows backup utility performing weekly and monthly backups to tape drive
* Maintaining AMC details and other MIS reports.

**Job profile in International Society for Krishna Consciousness**

* As a Team leader handling the engineers, attending escalated and High profile Sensitive End users Tickets.
* Troubleshooting and maintaining the PC's and network related complaints.
* Installing, Configuring and Administering Microsoft Win XP, Win 07 and Windows 8.
* Monitoring and Optimizing System Performance and Reliability.
* Installing, Configuring and Administering Wi-Fi Routers.
* Handling and Attending Escalated Critical Tickets.
* Creating Domain User Account and Configuring User account properties.
* Instilling, configuring the Thin clients and setting up for end users.
* Configure and troubleshooting the mails in MS Outlook.
* Analyzing and resolving connectivity issues specific to LAN/WAN.
* Using NTBACKUP and WSB capture Backup and Restore upon request.
* Troubleshooting issues related with WSUS.
* Co-Ordinating with vendor for escalation support.
* Applying group and local security policy.

**Technical skill:**

* Creating Active Directory Objects, Global catalog server.
* User Groups, Active Directory Group Management.
* Configuring Group Policy Object GPO.
* GPO group policy, Loopback policy.
* AppLocker and Fine grain policy.
* Administering Domain controller.
* FSMO roles (Flexible Single Master roles).
* Managing Sites and Active Directory Replication.
* Managing Multiple Domains and Trust Relationships.
* DNS, DHCP Server Configuration.
* AD Recycle bin.
* AD LDS Server.
* Active Directory Certificate Services.
* Active Directory Rights Management Services.
* Windows Deployment Services.
* Domain Controller and RODC Configuration.
* Application Virtualization, RDS Server, RDS Broker.
* DFS and Disk Quota.
* RRAS and VPN.
* Network Access protection.
* High availability, Load balancing and Clustering.
* Backup and Recovery, Backup types, RAID, Shadow copy.
* WSUS. IPSEC and DNSSEC.

**Educational Qualification**:

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| **COURSE** | **COLLEGE** | **Year of passing** |
| S.S.L.C. | H.S.B.I.A. Bokaro | 2004 |
| P.U.C | R.V.S.college Bokaro (Jharkhand) | 2006 |
| B.Sc-ITIM (Distance Education) | Kuvempu University (Shimoga) | 2013 |

**Personal Profile:**

Father's Name : G.R.TELI

Date of Birth : 15th December 1988

Marital status : Single

Nationality : Indian

Sex : Male

Languages Known : English, Hindi, Bengali & Kannada.

To the best of my knowledge, the above-mentioned information is true and substantiating documents in support of the details mentioned above will be provided as and when required.

Thanking You.

Pramod Kumar