

## L2 Server Support Engineer

**Partha Pratim Singha Roy**

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### Professional Profile:

I have 7 years of experience in IT Infrastructure industries, Currently Working at Selfinity Solution Pvt.Ltd, Bangalore as Systems Engineer.

### EDUCATION:

I PUC West Bengal Education Board in 1998

II PUC from West Bengal 2000

Diploma in Electrical and Electronics Engineering

Microsoft 2003 certification is 070-294 is completed

### EXPERIENCE:

**Selfinity Solutions Pvt. Ltd (Formerly Nirvana Business Solutions Pvt.Ltd), Bangalore.**

**Windows Systems Engineer:** 07 Jun 2010– Present

- Worked in Active Directory environment, hands-on creating and maintenance of active directory.
- Creation of User id's in active directory, Applying group policies, joining computers to domain.
- Configuration and Troubleshooting ADC, DC, Exchange (2000 & 2003), VERITAS Backup Server, ISA Server, SQL 2003 Servers File Server, Linux based Proxy Server (Squid Server).
- Creation of FTP users in windows 2000 server environment.
- Giving Shared and Security level permissions for folders.
- Manual Windows updating of Windows based servers and desktops.
- Configuring Outlook express and Microsoft Outlook 2003, 2007 and 2010.
- Installation and troubleshooting of client OS, Windows 98, 2000, XP, Vista & Windows 7.
- Worked in Remote Management Environment (Remote Desktop, VNC, Net Meeting, TeamViewer & ammy admin).
- Capable of Installing, Maintaining and Troubleshooting 2000 Server, 2003 Server and 2008 Server.
- Configuration and Troubleshooting Active Directory Services, DNS, and DHCP.
- Configure and maintenance wsus in windows 2003
- Knowledge on Data storage tools like Raid-0, Raid-1 and Raid 5 (for server installation).
- Perform preventive maintenance.

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### EXPERIENCE:

#### **CMS info systems Pvt. Ltd, Bangalore**

**Windows Desktop Support Engineer:** 25 Jan 2007 to 07 Jun 2010 (Reliance communications Project)

- Creation of User id's in active directory, Applying group policies, joining computers to domain.
- Involved in the IT-Infrastructure Rollout operations of Reliance Communications and ADA Group Offices across Bangalore.
- Installation and troubleshooting of client OS, Windows 98, 2000, XP, Vista & Windows 7.
- Installation and Troubleshooting Mailing Application such as Outlook Express, Microsoft Outlook and Lotus Notes 7.
- Worked in Remote Management Environment (Remote Desktop, VNC, Net Meeting, Dameware)
- Capable of Installing, Maintaining and Troubleshooting 2000 Server and 2003 Server.
- Understanding and Troubleshooting on DHCP, DNS and Active Directory Services.
- Knowledge on Data storage tools like Raid-0, Raid-1, and Raid 5.
- Incident/Asset/Problem/Change management on Remedy 5 and 7.0
- Perform pre-planned preventive maintenance.

### ➤ EXPERIENCE:

#### **DIGINET, Bangalore**

**Customer Support Engineer (FMS) • Nov 2005 – Jan 2007**

- Desktop support which involves hardware troubleshooting, software/application Installation and configuration.
- Peripherals support: installation of scanners, network printers, stand alone printers, other human interface devices.
- Basic network troubleshooting.
- Performed System and LAN Administration including: Configuration and debugging of DHCP server in win2000, Outlook express. Network and Desktop printer configuration and debugging. Installation of application software's.

### Personal profile:

Name: Partha Pratim Singha Roy

Date of Birth: 02-June-1981

Languages Known: English, Hindi & Bengali.