

SURAJ KUMAR

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Nationality: Indian

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Career Objective:

A job that permits me to utilize my skills and support me to develop my professional experience, so that I can perform my best and participate in organizational development plans.

Experience Details:

Achievement-driven professional with experience of 3 years in Information Technology & Infrastructure Services till date working as a Senior System Engineer in Cognizant Technology Solutions Pvt. Ltd. & Awarded as Le-Strategist for my approach towards work and commended for being CSAT and SS Champ in several quarters.

ORGANIZATIONAL EXPERIENCE

Key Result Areas:

- Provided timely tier-II support and resolved tickets related to Network, hardware, software and printers for computers.
- Monitored user groups and permissions, using Active Directory
- Supported the migration of mail server and performed Azure registration
- Stabilized and protected client network and PC environment in current client project
- Ensured that all hardware, operating systems, software and procedures aligned with organizational standards and strategic business plan
- Handled a team of 10 associates dedicated to providing support during migration ensuring security for the enterprise apps.

Highlights: Maintaining and supporting workstations, printers and peripherals; responding to user service requests; and resolving trouble tickets. Ensuring system security for desktop and cloud environments.

- Used incident management tools such as BMC remedy and ServiceNow to record and track status of incidents.
- Used Secure CRT portal to do the Project VLAN movement for the network related issues reported for the Client or Cognizant VPN accesses
- Handled the escalated P1 incidents with priority.
- Performed Technical Troubleshooting, End User Training on Virus Detection, Removal & Prevention in IT Infrastructure for Performance Tuning
- Performed System Upgrades & Optimization Security, Backup & Recovery Solutions Technical & User Documentation Relationship Management
- Prepared SOPs and performed migration ensuring security for the mobile (android/iPhone) for enterprise applications.
- Set up secure Wi-Fi, LAN and VoIP networks at remote locations, leading client/server configuration and performance-tuning of crucial infrastructure to ensure seamless business operations.

Academics:

B. Tech (ECE) from B.I.T Sindri Dhanbad

10+2 from Bokaro Ispat Senior Secondary School Sec II/C

10th from Bokaro Ispat Vidyalaya Sec I/C

Computer Proficiency:

- Microsoft Office- **Word, Excel, Access, Power-Point**
- Operating System - **MS Windows-7,8/8.1/10**
- Languages Known- **Python**
- Web Technologies- **HTML & CSS**
- Data Base- **SQL**

I hereby declare that the credentials provided herewith are true and to the best of my knowledge and belief.

Suraj Kumar.

Date: 11th February 2021