



RAJU GUJAR

IT Supervisor
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Certifications

Microsoft Certified IT
Professional
(C416-6424, C416-6426)

Cisco Certified Network Associate
Routing & Switching-
(CSC011913490)



Area of Specialization

Server Administration:

- Windows Servers 2008, 2012, 2016.
- Server infrastructure like Active Directory, DNS, DHCP, WSUS, FTP, RAID, Remote Desktop and Group Policy (GP).
- Terminal services like Firewall, VPN (IPsec, SSL) VLAN
- Microsoft Exchange Server 2010, 2013, 2016
- Property Management System, WebProl'IFIC, Touche POS System, Paytrax Payroll System,
- Vicas System, Ving Card Door lock System, Time Attendance and Access Control System, IPTV,
- Antivirus Symantec server, Bitdefender Management Server, Altaro VM Backup, Symantec Backup, Veeam Backup
- SQL Point of Sales System, Sql Backup, Samba Server, Osticket-Support Ticket System, Freenas
- Xampp Server, Wordpress (website design, website SEO)
- POS Setup, Oracle Pos setup
- SUSE® Linux Enterprise Server for SAP,
- Snipe-IT -Asset Management, Netxms Monitoring

Desktop Administration:

Windows:

- OS installation and configuration,
- Email Configuration (G-Suite, Office365).
- Mapping network drives.
- Hardware and Software troubleshooting.
- Social Media Marketing Google adwords, Facebook, Twitter, LinkedIn
- Oracle Erp 12
- Zebra barcode printers, Epson Receipt Printer, KOT Printers, And other Printers, Ups Configuration- Tripp Lite, Apc

Linux: Basic Linux OS administration.

Mac: Installation of MAC OS and its basic troubleshooting.

Network Administration:

- L1 & L2, L3 layer Support and cisco Switches & Routing protocols.
- SonicWall, cyberoam, SonicPoint, Ubiquiti Networks, Email Security ES3300, CCTV, Nvr, Dvr
- Switches, cisco, d'link- configurations, Routers- dlink, tplink, cisco, Linksys
- EZELINK WiFi | Enterprise System

Virtualization Platform:

- VMware: vSphere, Microsoft: Hyper-V.
- Oracle VM VirtualBox
- Google cloud computing



Profile Summary

IT Administrator and Network support having Six years' of experience in troubleshooting **Server, Desktop and Network** issues. Certified in **Microsoft & Cisco**



Personal Details

DOB: 18th October 1990

Nationality: Indian

Marital Status: Single

Religion: Hindu



Work Experience

IT Supervisor

ASIANA HOTEL*** Dubai-03/2018- Present**

(Responsibilities)

I am Responsible for smooth functioning and co-ordination of vendors for Guest Internet, Property Management Systems - PMS, Point of Sale - POS, IPTV, Telephony systems and other software vendors etc.

- I am Responsible for overseeing and handling network configuration, Servers, Workstations, Networking equipment, PABX, email accounts, and also support for the underlying server/desktop infrastructure.
- Good knowledge of server hardware, Disk storage technology, I/O devices, Anti virus setup and support, Maintains a system error / progress log book and deals with reported problems.
- Monitors and maintains proper inventory of hardware and software license.
- Keep updated with latest hotel technology and security risks on a regular basis
- I have Knowledge of network infrastructure, including CAT5/6 cabling, wireless networks, network switches, WAN/LAN, domain controller, Active Directory, firewall and VPN applications.
- Managing leadership in the establishment of project scope, technical strategy , cost, budget and staff support requirements with new IT initiatives
- Provide Prologic PMS support
- Provide users support as per request.
- Investigate and troubleshoot issues
- Coordinate with Third Party to update or upgrade PMS and other application.
- Create, modify, and delete user accounts as per request
- Perform daily backup operations, attend meeting IT related
- Provide guest support Wi-Fi
- Follow up with vender for support and other IT related things
- Analyze, identify and troubleshoot errors in system and networks.

Senior Technical Support Engineer,

AL SAFEER GROUP OF COMPANIES- Head Office Sharjah

10/2013 – 03/2018 (Responsibilities)

- Install and configure systems and applications
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.
- Create, change, and delete user accounts per request.
- Provide other support per request from users. Investigate and troubleshoot issues.
- Repair and recover from hardware or software failures. Coordinate and communicate with impacted areas.
- Responsibility includes co-ordinations with Clients for defining the 100% functionality of the Network.
- Maintain data centre environmental, network and monitoring equipment.
- Maintain Information Asset Inventory
- Maintain License Inventory.
- Port and Cable Management
- Configured Sonic-wall NSA-4600,TZ215,TZ300
- Windows Server Configuration and Maintenance (2003, 2008, 2012)
- Installation and Management of Active Directory Services.
- DHCP Server Management, SQL Server Configuration and Manage.



Skill Sets

Computer Science

Troubleshooting

Windows Server

Business Analysis

Communication

Passion to learn

Interpersonal Skill

Adaptability

- Installing & Configured Ms Exchange Server 2003/2007/2010
- Managed Virtualization Environment using Hyper-V, VM-Ware
- Configuration of Cisco Routers and Switches (L2, L3)
- Remote support of on-site engineers and end users/customers during installation.
- Installation and Configuration of Free NAS & Open file Storage Platform.
- MS Office 2010 to MS Office 2016
- Deploy Altaro Backup v5 v6 v7, Managing Backups (Database and Systems).
- Configuration of Switches & Access Points (Dlink, Sonicpoint, Tplink, Cisco, Engenius & Deliberant), indoor & outdoor (wireless access point)
- Configured network printer and local printer, printer spool and troubleshooting printer (paper misalignment, software error, paper jam).
- Provided computer help desk support via telephone communications & RDC with branches.
- Installation and maintains of SQL Server database.
- Oracle retail - point-of-sale (POS)
- Mobile Support Iphone Samsung Ipad Etc. Mail Configure Os Issue Software Issue.

IT - Support Engineer, HP (Hewlett Packard) payroll of Metalogic PVT. 12/2011 - 02/2013 (Responsibilities)

- Provide EDMS customer support and technical issue resolution via E-Mail, phone and other electronic medium.
- Configuration of customer's account for EDMS including setup and access rights assignment.
- Provide basic troubleshooting of customer problems relating to both software and hardware issues by obtaining a general understanding of OS and application.
- Perform creation of new accounts using EDMS Admin tool. Update technical documentation



LinkedIn



Raju Gujar

IT supervisor at Asiana Hotels



Education

- Sunrise University (Rajasthan)
2011 - 2015
Degree
B.Tech (Bachelor of Technology) in Computer Science
- GT Engineering college (Lucknow)
2008 - 2009
Diploma in computer Hardware .
- Jetking Infotrain (Delhi)
2010 - 2011
Diploma in Computer Network Engineering
- Rama technical Degree College (Faizabad)
2007 - 2008
Diploma in computer application .

