****  

Prince Prasad

Sr, System Administrator

Mail: Princer60@gmail.com

Mobile: +91-9099621156 / 7016069434

Skype – Prince.prasad888 /Prince.Prasad2013@Hotmail.com

Vadodara, Gujarat

* Professional Summary:
* 8.8+ Years of IT Experience in System Administrator, knowledge on Veritas Backup, AD, DHCP, DNS, File server ,VMware, Office 365, Skype / LYNC Application support, Customer Support, and managin the BIgfix Console & SCCM.
* Certification: -
* ****VMware vSphere 5.5 Certification.****
* ****Microsoft Certificate MS ID: MS0989293211****
* Technical Skill: -
* AWS /Azure: - Working on below Cloud computing and providing to remote support in US.

Making the tickets As per SLA , and Monitoring the Cloud server and resolved the issue.

* Veritas Backup & Restore--- Managing Symantec Backup , scheduling backups job, Symantec backup exec 15 (Ver. 14.2), Media Labeling, Media Movement ON Site OF Site Location.
* BigFix Console-- Deployment MS patches on Desktop & Server, and taking inventory , Monitoring and auditing of access, Data published via web reports.
* SCCM --- Deplyement MS patches, Creation of SUG groups, Addition-Deletion of machines in console.

VM Ware –- Knlowled of configuration ESXI & V Center Server 5.5, Vmotation, Sotrage Enhance V Motation, Creation Virtul Machin ,

* Rack Server – Knlowled of Rack server /enclosure server, Knlowled RAID 0, RAID 1, RAID 6,
* Server---- System Administrator, including analyzing, installing, maintaining, and repairing hardware, software, peripherals, and networks.

Installation and Configuration of Microsoft Server 2008, 2012, 2016.

Knowledge of Active Directory, DHCP, DNS, WDS, Group Policy, File server, Backup Server &

Knowledge of FortiClient VPN User, Active Directory, adding users, creating new OU and GPO.

* Application Software---- MS Office, Outlook 2003, 2007, 2010, 2013, 2016 etc.
* Work Experience Summary: -

|  |  |  |  |
| --- | --- | --- | --- |
| Company Name | Location | Duration | Designation |
| 1. Om Kala Services (Client–Aditya Birla) | Baroda | 23 May 2011 to 31 Oct 2012 | Assistant IT Engineer |
| 1. On word Services (Client–Aditya Birla) | Baroda | 1 Nov 2012 to 31 May 2016 | IT Support Engineer |
| 1. IT Source (Client – Minacs) | Baroda | 1 Jun to 2016 10 April2018 | Desktop Engineer |
| 1. Concentrix Services Pvt. Ltd. | Baroda | 11Apr2018 to 22Dec2019 | Sr. Technical Support IT Operations |
| 1. DevIT | Ahmedabad | 1Jan2019 till now | System Administrator |

* Job role & Responsibility
* Veritas Backup Management
* Creation-Deletion of jobs in Veritas software (backup solution)
* Installation of backup software on Client
* Part of team responsible for POC of latest Veritas software & upgradation of old Veritas software
* Logging calls with Vendor & follow-up for end-to-end resolution of issues
* Co-ordinating with various teams for following offsite process related to LTO tapes
* Patch Management
* Data Center Management
* Physical installation, movement & removal of server, network & voice hardware
* of racks ( 14u, 21u, 38u & 41u, as per Client requirement)
* Win Server & Image Management
* Doing respective settings on desktops & taking image of same on WSUS server
* Making ready Win Srv 2k8, 2k12 as per requirement
* Performing desktop/laptop encryptions & coordinating with various teams troubleshooting of same
* Installing & making ready base setup for Linux
* Co-ordinating & troubleshooting with respective Team for various issues related to user email accounts of Exchange, Mithi, Zimbra & Office365
* Handling Level 2 calls related to various software of programs running at site
* Resolving tickets keeping in mind the SLA
* Install, upgrade, support and troubleshoot for DOT matrix printers, computer hardware and any other authorized peripheral equipment.
* Troubleshoot and resolve issues with voice communications, when possible from the Help Desk.
* Provide helpdesk support and resolve problems to the end user’s satisfaction.
* Monitor Service Tool MRTG, tickets assigned to the queue and process first-in first-out based on priority.
* Utilize and maintain the helpdesk tracking software.
* Install, test and configure new workstations, peripheral equipment and software.
* Maintain inventory of all equipment, software and software licenses.
* Report issues to the Service Desk for escalation.
* Manage PC setup and deployment for new employees using standard hardware
* Responded to server down alerts in a timely manner and brought them up via
* Logging calls with Vendor & follow-up for end-to-end resolution of issues
* Taking inventory of LTO (both LTO3/4) tapes & maintaining same in fireproof safe
* Co-ordinating with various teams for following offsite process related to LTO tapes
* Installation & troubleshooting of SCCM software on Client
* Collecting logs, Analyzing same under supervision of Server Team
* Creation of SUG groups / Addition-Deletion of machines in console
* Part of team responsible for POC of latest Veritas software & upgradation of old Veritas software
* Monitoring on MPLS / PRI /BSNL/TATA/Airtel
* Education: -

|  |  |  |
| --- | --- | --- |
| ****Name of Examination**** | ****Passing****  ****Year**** | ****Board /University**** |
| **S. S. C** | **2005** | **Board of secondary Education – Rajasthan** |
| **Hardware & Networking** | **2006** | **Venus Engineering institute --Gujarat** |
| **Diploma in U-NET** | **2008** | **Phoenix Education--Gujarat** |
| **H. S. C** | **2010** | **Bihar school - Examination board** |
| **VM Ware (Beginners Certification)** | **2018** | **Gujarat** |
| **Windows 2016, MCSE, Certification** | **2019** | **Gujarat** |

* Personal Details: -
* Date of Birth : 21-12-1989
* Father’s Name : Bhirgunath Prasad
* Sex : Male
* Nationality : Indian
* Marital Status : Married
* Languages Known : English, Hindi & Gujrati
* Hobbies & Interest : Listening to Music,
* PASSPORT DETAIL
* Passport No. : S1362860
* Place of Issue : Patna
* Date of Issue : 06-06-2018
* Date of Expiry : 5-06-2028

Declaration

I, Prince prasad, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief

Prince Prasad Vadodara, Gujarat