**SHAH VRAJKUMAR PIYUSHKUMAR**

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**INFORMATION TECHNOLOGY**

Preferred Location: **Gujarat/Maharashtra/Karnataka/ UAE**

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| **OBJECTIVES: -** |

A confident and reliable IT Support with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration and maintenance of computer based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator, can relate well with people at all evils and has the flexibility of working we as part of a team and only own.

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| **PROFESSIONAL EXPERIENCE: -** |

* **Hitachi Systems Micro Clinic Pvt Ltd. (Feb-2019 to till date)**

**Position: - Customer Support Engineer**

* Working as Customer Support Engineer at L & T Hydrocarbon Engineering Ltd, Knowledge City, Vadodara. Daily monitor the performance of the computer systems and address issue as they arise, Verifying and Reviewing All Documentation, Servers Managed, Active Directory Managed, VERITAS Backup Server Managed, Symantec Antivirus Managed, Software Installation, SAP Related, Network with LAN/WAN and Switch Management, Printers, Systems and key Processes etc.
* Installation operating system of server like windows server 2016. Configuration of ADDC (Active directory domain services), DNS (Domain Name System), DHCP (Dynamic Host Configuration Protocol), RIAD (Redundant Array of Independent Disks) & Mirroring.
* Configuration of server Group Policy Management, VPN (Virtual Private Network). Use same network with different location.
* Responsible for communicating with the clients as the primary point of contact for resolution of issues and tickets, prioritise, follow instructions and procedures, work independently and take direction from other staff and work as part of a team.
* Configure antivirus software to fully protect IT environment, test software performance throughout the desktop network to ensure peak performance. Working on Microsoft office suite and Office 365, desktop operating systems, common desktop applications, server operating systems, networking, ticketing or IT support.
* Install new/rebuild configure hardware, peripherals, services, installation, directories, storage, etc. in accordance with standards and project/operational requirements of the company/client develop and maintain installation and configuration procedures and system standards.
* Provide technical support for software reconfigurations to aid in function customization, initiate and complete Microsoft windows server operating systems updates. Utilising basic IT knowledge to receive and handle requests for 1st and 2nd level technical support following agreed procedures by logging problems and requests.
* Investigate and troubleshoot all issues related to IT infrastructure for internal teams or Clients using IT Helpdesk Portal in Create Request/Telephone/Emails etc. Promote effective and efficient communication within the unit and worked both autonomously and in a team environment to ensure to meet deadlines.
* Responsible for the maintenance and repair of routers, switches, backup systems integral to network functionality. Ability to understand the level of technical issue and escalate it to upper level to resolve it.
* Assisted in firewall maintenance throughout the network environment to maintain a secure system.
* Performed configuration testing of antivirus software in a networked environment, changes active directory support and password changes.
* **Progressive InfoTech Pvt Ltd (August-2018 to Feb-2019)**

**Position: - Desktop Support Engineer** (6 Months)

* Working as Desktop Support Engineer at Liva Pharmaceuticals Limited (Zydus Cadila Group), Jarod. Daily monitor the performance of the computer systems and address issue as they arise, Verifying and Reviewing All Documentation, Servers Managed, Active Directory Managed, VERITAS Backup Server Managed, Symantec Antivirus Managed, Software Installation, SAP Related, Network with LAN/WAN and Switch Management, Printers, Systems and key Processes etc.
* Install new/rebuild configure hardware, peripherals, services, installation, directories, storage, etc. in accordance with standards and project/operational requirements of the company/client develop and maintain installation and configuration procedures and system standards.
* Investigate and troubleshoot all issues related to IT infrastructure for internal teams or Clients using IT Helpdesk Portal in Create Request/Telephone/Emails etc. Promote effective and efficient communication within the unit and worked both autonomously and in a team environment to ensure to meet deadlines.
* Responsible for the maintenance and repair of routers, switches, backup systems integral to network functionality. Ability to understand the level of technical issue and escalate it to upper level to resolve it.
* Performed configuration testing of antivirus software in a networked environment, changes active directory support and password changes.
* Responsible for communicating with the clients as the primary point of contact for resolution of issues and tickets, prioritise, follow instructions and procedures, work independently and take direction from other staff and work as part of a team.
* **Technology Excellence Group (June-2018 to August-2018)**

**Position: - Customer Support Engineer** (2 Months)

* Working as Customer Support Engineer at SEForge Limited, Piparia. Daily System Monitoring, Verifying and Reviewing All Hardware, Symantec Backup Server Managed, Quick-Heal Antivirus Managed, Software Installation, SAP Related, Switch Management, Printers, Systems and key Processes etc.
* Regular Security Monitoring to Identify Possible Disturbance, Performing Daily Backup, Weekly Backup and Monthly Backup Operations.
* Install new / Rebuild Configure Hardware, Peripherals, Services, Installation, Directories, Storage, etc. in accordance with standards and project/operational requirements of the company/client Develop and maintain installation and configuration procedures and system standards.
* Investigate and troubleshoot all issues related to IT infrastructure for internal teams or Clients using IT Helpdesk Portal in Create Request/Telephone/Emails etc.
* **Hitachi Systems Micro Clinic Pvt Ltd. (September-2016 to May-2018)**

**Position: - Customer Support Engineer** (1.8 Years)

* Working as Customer Support Engineer at Larsen & Toubro MHPS Boilers Pvt Ltd, Hazira. Daily System Monitoring, Verifying and Reviewing All Hardware, Symantec Backup Server Managed, Symantec Antivirus Managed, WSUS Monitoring, Power on Managed, Software Installation, SAP Related, Switch Management, What’s up Gold Monitoring, Printers, Systems and key Processes etc.
* Regular Security Monitoring to Identify Possible Disturbance, Performing Daily Backup, Weekly Backup and Monthly Backup Operations.
* Install new / Rebuild Configure Hardware, Peripherals, Services, Installation, Directories, Storage, etc. in accordance with standards and project/operational requirements of the company/client Develop and maintain installation and configuration procedures and system standards.
* Investigate and troubleshoot all issues related to IT infrastructure for internal teams or Clients using IT Helpdesk Portal in Create Request/Telephone/Emails etc.
* Maintain Operational, Configuration, or other Documentation, UPS Log, Antivirus Daily Check List, Backup Check List, Procedures Managed.
* **Lauren Information Technologies Pvt Ltd.(Nov-2014 to Aug-2016)**

**Position: - System Engineer** (1.9 Years)

* Working as System Engineer at INOX INDIA Pvt Ltd Kandla Plant, Where I was Responsible for all Calls Servers, Hardware, Software, ERP Related, Switch Management, Network Printer etc.
* Maintained the Backup of Network, Hardware, Software, Files on a Regular basis accordingly as per Company Polices.
* Troubleshooting of Complex LAN/WAN Infrastructure. Providing support to any network related issues and resolve it within SLA.
* Responsible for the Installation of software’s like antivirus, MS-office, ERP related, Adobe & Acrobat Reader etc. Investigation, diagnosis and solution of computer software and hardware faults.
* Diagnosed System Hardware and Software Problems using advanced root-cause Analysis. Identification and Solution Technical issue with a variety of diagnostic Tools.
* Hardware Related support for Desktop & Workstation. Diagnosis of System Hardware Problems using advanced root-cause Analysis. Troubleshooting of Complex Hardware Infrastructure.

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| **SKILLS AND KNOWLEDGE: -** |

* Administration of Microsoft Active Directory Domain Services (**AD**)
* Manage Accounts, groups and related objects
* Access management for IT resources
* Role-based Identity Management
* Permissions/Access Control Lists
* File Systems
* Security & Sharing Permission-Folder & Files
* AD Trusts
* Functional levels
* Authentication protocols
* Configuring Forest trust between 2012 forests
* Group Policy/System Policies
* User and computer policies
* Scope of policies-OU, Domain Sites

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| **CERTIFICATION: -** |

* MCSA Training from Indian Institute of Hardware Technology, Vadodara(Apr-2019)
* Microsoft Certified Solutions Associate 70-742(July-2019) **Candidate ID:** MS0615714792

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| **PROJECT: -** |

* **Online Community** on ASP.NET with C# in Diploma. Community is a group of people interacting, sharing, and working toward a common goal. Whereas neighbours may converse in their yards, in an online community, members interact via [social](http://www.dummies.com/how-to/content/what-is-an-online-community.html#glossary-social_network) [networks](http://www.dummies.com/how-to/content/what-is-an-online-community.html#glossary-social_network), such as Twitter and Google.

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| **EDUCATION: -** |

* Diploma (Information Technology Engineering) from Atul Polytechnic, Mahudi. Gujarat Technical University in 2014(Secured 66.30%)
* 10th from the Jubilee Institution, Umreth [Gujarat Secondary and Higher Secondary Education Board](http://203.77.200.35/) in 2011(Secured 61.78%)

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| **PERSONAL PROFILE : -** | |
| **Father Name:** | Shah Piyushkumar Ramanlal |
| **Gender:** | Male |
| **DOB:** | 21/April/1996 |
| **Marital Status:** | Unmarried |
| **Languages Known:** | Gujarati, Hindi, English |
| **Passport No:** | R4027466 |
| **Address:** | Flat No.303, Shreeji Darshan, Near Vaikunth Society, Waghodiya Road, Vadodara Pin code: 390019 |

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| **DECLARATIONS: -** |

I hereby solemnly declare that the fact and figures furnished above are true to the best of my knowledge and belief.

(With Regards)

**Vraj Shah**