Description: MCP**JIGNESH GAJJAR**

DUBAI – United Arab Emirates

Mob # (971) 56-2147063

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| **OBJECTIVES** |

A result oriented **17+ Years** experience **Microsoft Certified IT System Administrator** with **ITIL Foundation** seeking senior level assignments in Data center Infrastructure / Project Management / System Administration with esteem organization in the field of Information Technology.

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| **SUMMARY** |

* MCP/ITIL and Diploma certified System Administrator with 15 years of experience in Information Technology Infrastructure administration in Data-center Operations System Administrator.
* Desktop Support, Domain Migration, Physical and Virtual Servers Administrator.
* Hyper-V Cloud System Management, Backup Monitoring and Reporting Administration
* Flexible, pro-active approach and Project management abilities
* Develop exceptional relationship with co-workers, management and end users.
* Communicate effectively with customers, peers, and management using an appropriate level of technical and business language concerning assigned work effort, projects, and issues/problems
* Excellent team leadership, interpersonal and communication skill set.

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| **ACADEMICS** |
| * Diploma course in Electronics and Telecommunications from BTE Mumbai. * 10th S.S.C. Examination from Gujarat Secondary Education Board.  |  | | --- | | **PROFESSIONAL CERTIFICATION** |  * Microsoft Certified Professional (**MCP**) –Windows Server 70-270/290/291 * **ITIL V3** Foundation 2016 * Microsoft **Windows 95 Administrator**  |  | | --- | | **TRAININGS & APPRICIATION** | |

* **Best Engineer** in Performance from Zenith Head Quarter Mumbai.
* **HP Cloud System Foundation & Enterprise 8.0** training at HP, Dubai.
* **HP Blade System Administrator** training at HP, Dubai.
* **Veritas Enterprise Vault 11.0** training at Symatec UAE
* **IT Infrastructure setup** appriciation certificate for new branch office opening at Religare Securities Limited
* **240 Desktop Clone Imaged** in a day with complete Hardware Inventory Report submission to client.
* **Positive Relationship, Prompt Service and Detail-Oriented IT Support** from:

Gujarat Industrial Investment Corporation, Water and Sanitation Management Organization,

Gujarat Water Supply & Sewerage Board.

* **Server Administrator** by Wipro Limited forclient DUBAI Aluminium**.**

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| **TECHNICAL SKILLS** | |
| * **Hardware:** Blade Enclosure/Rack Mount Servers **Dell EMC, HP, IBM** (Including Virtual Connect/ ILO Onboard Administration), KVM, Media Library Storagetek SL500 SL150, Avaya IP Telephony, Desktop Workstation, Laptop, Printer, Plotter, wireless router, finger print biometric device and other IT Peripherals. * **Server OS:** Windows 2016/2012/2008/2003/2000/NT, Novell Netware 3/4/5 Active Directory Support, Troubleshooting, (Re) Engineering / AS400/Windows 10, Windows 8, Windows 7, Vista, XP, 2000, NT4, NT3, ME, 9x, 3x, 1.0, DOS 1.0-6.22,   Mac OS 1.0-10.0, UNIX/Linux   * **Virtualization:** ***VMware ESXi 6.0 & 6.5*** / ***Microsoft Hyper-V 2012 & 20112 R2***, SCVMM * **Backup Tools: *Veritas NetBackup 7.x.x /*** **Symantec Enterprise Vault 9/10/11** / **Acronis** Backup / Storage snapshot / Hyper-V snapshot. * **Storage:** SAN/ NAS (Hitachi / NetApp) • Media Library (Physical and Virtual Tape) * **Migration/ Support** - Active Directory / DHCP / Domain / **P2V** / **V2V** / **VDI** / Desktop & Laptop / Backup tool solution consolidation from IBM Tivoli to Veritas NetBackup including media migration from L3 to L7 tapes. * **IT Infrastructure Data center operations:** AC redundancy / UPS supply / Rack PDUs / Patch panel /Temperature Control / FM200 / Routine Monitoring & Inspection / Security Alarms / Access controls * Desktop Support/IT Help-desk/Service-desk Support / Change Management based on ITIL. * **Administration Skills: *Microsoft Exchange 2010/2007/2003/2000 Administration & Troubleshooting*** * Lotus Notes Domino 8.5 / Skype for Business, DHCP, SCCM, IT360 & BMC Remedy, Right Fax, Blackberry, Antivirus, * Active Directory 2016, 2012, 2008, 2003, MS Office, PS Scripting, * Cloud System / ITIL awareness / Vulnerabilities Management / Video Conference / Remote Administration. * **Monitoring & Reporting Tool** – HP IRS MS SCOM 2012R2 /***Manage Engine Administration*** / Inventory Management * **Laptop/Desktop Migration Project :** Zurich Insurance, DU, Emirates NBD, Engineering Office EO |
| **CORE COMPETENCIES** |

* Customer Focus • Team work • Decision Making • Effective Communication
* Strategic Thinking  • Quick Learner • Structure Cabling • SLA Management
* Project Management • Technical Support • Multitasking • Vendor Support (Negotiation)
* Inspiring & Developing others • Resilience and Flexibility (Can do attitude)
* Systems Installation, Configuration & Upgrading • Personal Accountability & Commitment to achieve

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**Elitser Technologies** Oct 19 to Present

Project Manager

Managing 40+ Support Engineer team to migrate more than 16000 workstation assets from Window 7 to Windows 10 Operating System

**HCL Technologies Ltd.**  Mar 18 to Sep 19

Senior Analyst

Assignment: Dubai Aluminum, Jabel Ali.

* Manage Engine App manager / Op Manager Admin for Monitoring/Reporting/ Support: More than 700 Servers including physical and virtual Health (Microsoft/AIX/AS400/HP-Unix) and complete IT Infrastructure for both AT/JA EGA sites
* NetBackup Appliance 5240 Administration for Backup and Restore from PTL and VTL including Media management.
* Troubleshoot Potlines/Cast house users issue from AS400 production server including backup and restore test quarterly.
* 6 no of Hyper-V cluster and 2 VMware clusters having more than 300 virtual servers for production/development/SQL environment administration. Cluster aware upgrade configure for environment updates.
* Using PS script for all cluster resource monitoring and reporting automation. Cluster failover and failback.
* Managed Microsoft Active Directory users and computers, Exchange Server 2010, Enterprise Vault, Symantec Net Backup appliance including Master/Media Server and PTL and VTL media administration across multiple datacenters.
* **Migration Projects Involvement**: Both Datacenter complete shutdown with shutdown and startup process for entire IT Infrastructure / Domain migration / Exchange Server 2007 to 2010 / NetBackup upgrade from 7.5.0 to 7.6.1

Firmware upgrade for HP Blade server enclosureDL380, DL580, BL460 G7, G8, G9 c7000 enclosure / NetBackup appliance along with NetApp / Hitachi SAN storage

* To deliver the project tasks on time I used to manage multiple tasks in high pressure work environment
* Provided architecture, design, and admin support for Datacenter IT Infrastructure on Manage Engine
* DCFM Support - Participated in 24x7x365 on-call rotation

**Wipro Limited**  Jul 12 to Feb 18

Work on similar profile to HCL Technologies Limited on same IT infrastructure at same customer place.

**Brinks Global Services, Dubai**  Mar11 to Jul12

IT Administrator, Direct reporting to Regional Director.

Extensive Admin access on Active Directory, Microsoft Exchange, NAS and Blackberry Server

Collaborate with HO IT (UK) in troubleshooting of local servers, routers, switches, and TAPE Backup.

Responsible for First-level support for all server related issues.

Resolve moderate to complex network connectivity issues.

Provide setup, maintenance, and troubleshooting/repair of desktop/laptop computer hardware, software, peripherals (printer, copier and scanner), PDAs, and mobile phones.

Domain migration for Desktop/ laptop from Windows XP to Windows 7 with backup and hardware up-grade and also troubleshoot post migration issues.

Troubleshooting of Security Systems such as CCTV, Access Lock

Install Configure and Maintain Time attendance system and document report to management.

To log support issues with our external service providers where required and follow up at regular intervals for resolution. Develop and revise guides for new and current systems

**Religare Securities Limited**  Jul 07 to Mar11

Team Leader -IT

Handle 5 Engineer Team to complete IT Operation responsibilities for 50 Branches including 18 Servers and about 1500 workstation.

Working with IT Helpdesk on resolving possible server and related issues for end users

Participated in complete system builds, upgrades, migrations, code deployments and patch management. Implemented security policy and virus protection.

**Day-to-day support on Windows Server** and backup/restoration for more than 20 Servers;

job entailed frequent visit to Data Center, due to the nature of the work.

**DC, AD, Exchange Server Administration**, Network Maintenance on VSAT, ISDN, BRI, PRI for LAN/WAN Existing and New Branches of Religare – IT-Support, IT-Implementation

Responsible **for ODIN Server day to day operations** Daily call assign, asset management, Documentation, collect reporting from daily task of team member, arrange technical group discussion, helping them in troubleshooting, provide guidance for new technology.

**Zenith Computers Limited** Jul03 to Jul 07

Customer Support Engineer

Assignment: GWSSB/ WASMO & 24/7 Support

Provide onsite warranty support for Zenith Desktops, Laptops and Servers

Install, Configure and Troubleshoot Windows OS and Servers for Zenith Clients.

I have worked as “Anytime Service” profile to support large-scale corporate client 27\*7\*365 days for more than 2 years.

Carry out Annual Maintenance Contract of PC’s & Peripherals & Follow up Payment Term. Desktop support coverage for a mixed platform (Mac OS, Windows and Linux)

Resident Engineer at Gujarat Water Supply & Sewerage Board for period of 18 months, around 600 Zenith Computers were in AMC Contract with all IT Peripherals.

GWSSB, WASMO and more 5 different locations office in Gandhinagar

Install and provide L1 support for Linus OS.

**Pace Computers Private Limited.** May02 Jul03

Project Engineer

Assignment: GIIC

GIIC is government sector of Gujarat having Novell Netware 4.11 with 150 users’ multi-platform environment of Diskless nodes, Windows 95/98 OS.

My Primary job responsibilities were assisting in the administration for 5 different location of GIIC in Gujarat region for server to node connectivity, Desktop support; assemble new computers, installation and maintenance.

Backup process and antivirus updates on Novell server.

Manage User and Group account administration.

Service and Troubleshoot printers (laser, inkjet, dot matrix and fax machine)

Responsible to provide on-site Hardware and Network Peripherals classified and unclassified support

**Harsh System Private Limited**  Jan99 to Mar02

Customer Support Engineer

HSPL has Maintenance contract with Banks, Government sectors, large and medium scale corporates and end users.

Extensive use of DOS, Word, MS Works, Excel, Lotus 123, MS Access, MS Office 97, MS Outlook 98, Visio Professional.

Setup and Maintenance of Novell Server 3.1, Window NT Server

Creates user account on the Novell 3.1 server, Install and configure Backup Schedules

Install Hardware: NICS, Hard Drive, and Modem

Install Software: Windows 95/98, Lotus Notes, Microsoft Office, and Antivirus.

Service and Troubleshoot printers (laser, inkjet, dot matrix and fax machine)

Installation and Managing Proxy, RAS severs for different customers.

Manage and Respond to end users trouble calls. Troubleshoot virus problems, from simple to complex.

Managed call planning, call distribution and technical guidance to engineer.

Responsible to carry out Annual Maintenance Contract of PC’s & Peripherals

Deliver PC’s and provide end-user orientation and support.

Installation and configuration of Application Software and Hardware Peripherals (For Pc 486 to P-III)

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| **PERSONAL** |

Driving License : UAE Driving License: 1754378

Languages : Gujarati (Native), English, Hindi, Marathi

Date of Birth : 3rd July 1977.

Marital Status : Married

Joining Time : 1 Month

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| **REFERENCE** |

Both Professional and Personnel will be furnished upon request.

Yours Sincerely,

Jignesh Gajjar