

Atul Kumar Singh
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PROFESSIONAL SYNOPSIS

Passionate and dedicated IT professional with a Bachelor of Technology, committed to achieving excellence. Proactively leverages expertise and positive attitude to contribute to organizational.

TECHNICAL SKILLS

Tools & ITSM/ITOM Systems:

Viking ITOM & ITSM
E-helpline BigFix- Tool
SCCD (ServiceNow CMDB)
OTRS (Open-source Ticket System)

Operating Systems:

Windows Server 2012, 2012 R2, 2016, 2019

Networking Equipment:

Routers: Cisco 1921, ISR 4431
Switches: Cisco 2950, 2960, 3560, 3570, 3650, Nexus 9k

PROFESSIONAL EXPERIENCE

Company Name: Shemaroo Entertainment Ltd	17Aug 2023 – 22 Dec 2023
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Project assignment: IT Support Shemaroo Ltd
Designation: Senior system engineer

Role and responsibility:

Executing Active Directory (AD) ID Creation Task.
Managing and Administering the Mail Solution for the Organization.
Centralized authentication and authorization with RADIUS server access.
Administering TeamViewer Access and Permissions
Monitoring Tasks in Sophos Antivirus.
Managing WSUS Updates and Removals.
Performing backups to FTP server.
Managing NAS Access and Permissions.
Conducting asset inventory verification.
Performing data reconciliation.
Machine Preparation Checker: Ensuring equipment readiness for operations.
Sysadmin Checker: Verifying and maintaining system integrity and performance.
Work on Manage Engine.
Cloud computing.

Email Creation and Management:

Creating new email accounts for users within the organization.
Managing user permissions and access levels for email accounts.
Troubleshooting email-related issues and providing support to users.
Monitoring email usage and storage limits.

Office 365:

Manage and configure the Office 365 environment, encompassing Exchange Online, SharePoint Online, and Teams.

- Administer user accounts, permissions, and security settings.
- Ensure compliance with licensing requirements.
- Oversee O365 server administration, including OS patching.
- Daily operations maintenance such as content filtering and attachment restrictions.
- Troubleshoot operational issues on Mailing, OneDrive, SharePoint, Teams, connectivity, and mobility.
- End-to-end management of MDM solutions (MDM, MAM, patch management).
- Maintain high availability for all Office 365 services.

G Suite (now Google Workspace):

- Creating and managing G Suite accounts for users.
- Configuring Gmail settings, including filters and labels.
- Managing Google Drive storage and sharing settings.
- Setting up collaborative tools like Google Docs, Sheets, and Slides.
- Managing Google Calendar and Contacts..

Company Name: Future Focus Pvt Ltd	March 22– to August 23
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Project assignment: Hdfc Bank (TCS Ltd) Os patching on Windows Server
Designation: windows Admin

Role and responsibility:

Performing VMware vSphere Backup Tasks.

Creating and Managing Baseline Policies in BigFix Tool

Performing OS Patching to ensure system security and stability.

Coordinating downtime with server owners for maintenance tasks.

Conducting iLO (Integrated Lights Out) Status Checks.

Coordinating with the relevant team to stop and start database services as needed for patching.

Coordinate downtime with the bank for critical and non-critical server deployments.

configuring DHCP (Dynamic Host Configuration Protocol) and DNS (Domain Name System) for a computer network is essential for proper connectivity and name resolution

Proficient in OS Patch Management:

Proficient in performing OS patching on Windows Server 2012 R2, Windows Server 2016, 2019.

Proven expertise in executing OS patching procedures within UAT and CyberArk environments, ensuring optimal system security and performance.

IIS basic troubleshooting

Manage Access rights and folders

Maintain complete configuration details of servers in scope

OS hardening as per the policy recommendations by customer

Server Inventory Management

Managing Groups/Domains

Automate OS administration tasks where practical

Patch OS for Security patches and release management for the same.

Implement best practice configurations relating to specific vendor recommendations

Hyper-v Management

Creation/deletion/configuration of VMs

Creating/Deleting VM Snapshots.

Delivered 24/7 on-site project support:

HDFC Bank operates with more than 2500 servers, encompassing critical and non-critical systems
Such as UPI, Accossa, Citrix Xenapp, Enterprise Geo Coding/Geotagging, Litigation,

Adhering to ITIL processes while initiating Windows server activities:

Company name : kutubh care pvt ltd	Dece 2017 – to 16 Aug 2021
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Project assignment: BANK (Wipro Ltd)

Designation: windows Admin

Role and responsibility:

Administering and optimizing MPLS network for efficient data transmission.

Monitoring and optimizing VSAT network performance for seamless connectivity.

Conducted weekly and monthly data backup of routers and switches for disaster recovery and business continuity purposes in the Data Center.

Creating and managing baselines in the BigFix tool to ensure consistent and secure system configurations.

Monitoring and optimizing vulnerability management tools Qualys.

Conducting antivirus patching through McAfee ePolicy Orchestrator (ePO) server for enhanced endpoint

Generating and presenting weekly/monthly MIS reports to provide comprehensive insights on key.

Configuring and troubleshooting IIS (Internet Information Services) involves managing settings and resolving issues related to web server functionality.

Performed rigorous reliability checks and closely monitored network latency and load to ensure optimal performance and stability.

Conducted troubleshooting and resolved network incidents reported in the customer.

Configured ACL/NAT at branch routers and executed changes in DC/DR and branches.

Implemented firewall policy changes post IT bank approval.

Installed/replaced network devices and facilitated New Branch Rollouts.

Administered ACS server permissions at different security levels.

Provided remote support to on-site engineers and end users/customers during installations.

Adhered to ITIL processes.

Provided 24*7 on-site project support.

Company name : value point system pvt ltd	May 2014 – to 25 july 2017
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Project assignment: MCA (Infosys Ltd)

Designation: System expert & ITEs

Role and responsibility:

Installing and Configuring MS outlook 2007 and MS outlook 2010.

Managing LAN and WAN.

Troubleshooting network related problems.

Maintain computer peripheral devices like printers and resolve associate problems.

Working on Remote control software's.

Physical and system security checks and audits.

Addressing issues related to hardware and software in Laptops and servers.

Configuring Laptops with OS, application as required in our organization.

B. Tech – Information Technology with 68%

CSM college of Engineering, A.K.T.U Lucknow

HSC -67% / SSC-56.7%

SVI college Meeraganj Jaunpur UP Board

PERSONAL SNYOPSIS

Date of Birth: 1st July 1991

Languages Known: English, Hindi,

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