Rahul Jha

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# Contact No.: +91-9599691735, +91- 9651334894

#### Career Objective

I am a sincere, hardworking, Keen Communicator with positive attitude and team player Strong desire to pursue my career, in a well-established IT Industry like yours. I am looking forward to join an organization that could help me in exploring my technical skills in industry. Keeping the present scenario in mind, I can effectively put my strong skills in hardware and network technologies. I am a self- motivated and responsible person who enjoys new challenges. With my talent and professional skills acquired during my certificate – course I am confident that I shall prove to be an asset to the company that I work for.

#### Profile

* Windows System Administrator & Linux System Administrator.
* Customer Support professional with 7.0 years of Hardware & Networking experience, Customer interaction, problem-solving skills, validation of configuration and best practices and software defects.
* Highly motivated, dependable problem-solver.
* Customer-focused performer who is committed to quality in every task from personal
* Interaction with co-workers and users to high level of service provided to company/customer.
* Enthusiastic learner who quickly grasps new concepts and technical skills, excellent communicator, good listener and an active team player.

#### Skills

* Installation, Configuration & Troubleshooting Of Windows XP, Windows VISTA, Windows 7(All edition), Windows 10 and LINUX. LVM, Assembling, Installation of All PC’s & Laptops. Configuration, Installation & Troubleshooting of NIC, Network Printer, Modem, Scanner, Wi-Fi (Access point) and All Types Peripherals Configuration, Installation of Security System such as BIOMATRICS & CCTV,s.
* Installation, Configuration and support of Windows 2003 & 2008 & 2012 Servers.
* Active Directory users and groups management.
* Installation of Router, Switches, firewall & other networking devices.

#### Work Experience

**Senior System Administrator**

**FA Gifts Pvt Ltd. Gurgaon (Haryana) April 2018 - Present**

**Desktop Support/Technical Support Engineer, Gurgaon (Haryana)**

**HCL Services ltd. Oct 2012 – April 2018**

**Responsibilities:**

* Providing IT Support for Microsoft Windows Desktop and Laptop Workstations .
* Providing IT Support for Linux & Mac Systems.
* Managing & Configuration of Routers, Switches, Firewall, & other Networking Equipments.
* Creating & managing Users & Groups, Schedule Backups.
* Configuration of LAMP in Linux Systems.
* Managing Users, Groups, Password Security, Roles, Privileges and Resources.
* Dealing with high priority cases to assist customers with stringent deadlines and extremely challenging environment.
* Quickly identify and resolve the trouble by chat and email to user.
* Have supported the Level 1/2 Teams for any issues (training, technical support, Inter Team issues, etc.
* Quickly Identifying Network related issue as soon as can & solve that particular problem.
* Scheduling & Connecting the Video Conferencing for VIP’s.
* Dealing with vendors & dealers for purchasing the assets for the company.

#### Specialization

* I have specialization in troubleshooting of all hardware and network related problems, Creating and maintaining of LAN, WAN, Wireless LAN, Wi-Fi, and Mobile Connectivity. Security Systems installation and maintenance such as CCTV, FIRE ALARM SYSTEM, RFID and BIOMATRICS.
* I have specialization of troubleshooting with Remote Desktops.
* I am very comfortable for connecting (one to one & multiple type) Video Conferencing.
* Configuration & Troubleshooting of Mail Clients MS Outlook 2003/2007/2010/2013.
* Installation & Troubleshooting of Windows Server 2003 & 2008.
* Installation & Troubleshooting of Linux OS (RHEL 7, Ubuntu 14.0, 16.0, 18.0).

#### Professional Qualification

* Completed Master Diploma in Computer Information & System Management from Excel Net Computers Education Centre, Kanpur (U.P). (Course contents – Computer Fundamentals, Corel Draw 10, Adobe Page Maker 6.5, Photo Shop 6.0, Tally 5.4, Internet, Programming Techniques, C++, Visual Basic, MS-SQL Plus, Oracle 8i, LINUX, Software Installation, and Hardware Installation & Maintenance.)
* Completed “C” Language Course from Data Expert Kanpur.
* Completed Full RHCE Training from Intaglio Solutions in 2017.
* Red Hate Certified Engineer Certificate No. 160-268-595.

#### Academic Qualification

* 10th from M.V.M Inter College (U.P. Board) in 2005 with 1st Division.
* 12th from M.V.M Inter College (U.P. Board) in 2007 with 2nd Division.
* Diploma (Electronics Eng.) From Govt. Polytechnic Unnao in 2012 with 1st Division.
* Completed BCA from Bundelkhand University Jhansi in 2017 with 1st Division.

#### Personal Details

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| **Name** | Rahul Jha |
| **Father’s Name** | Mr. Babu Lal Jha |
| **Date of Birth** | April 02, 1990 |
| **Address** | F – 791 Barra – 8 Kanpur, Distt.-Kanpur Nagar (U.P.) 208027 |
| **Marital Status** | Unmarried |
| **Language Proficiency** | Hindi & English |
| **Hobbies** | Internet Surfing, Playing & Watching Cricket. |
| **Personal Traits** | Ambitious, can work for long hours, can handle stress Situation |

**DECLARATION**

I hereby declare that information given herein is true and complete to the best of my knowledge and belief and I will produce necessary documents as and when required.

**Place:**

**Date: (Rahul Jha)**