**Harsimran Dhingra**

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**Passport No**:-M0914858



Seeking a position in Technology, where extensive experience and challenging task can be further developed and fully utilised for company’s growth.

**SYNOPSIS**

* A result oriented professional with +5 years’ experience in System Engineer, Network Security Engineer (LAN,WAN) and SEO.
* Currently Working with **Galactic Infotech Solutions Pvt Ltd** as a **Sr.IT Executive** at **Mohali** location.
* Troubleshooting & Maintenance of Windows and Linux operating system
* Repeat issues management till resolution.
* Monitoring Call logging and closure within SLA on ITIL Based.
* Handling CCTV and backup on daily bases.
* Handling the **3 Members** of **Software** **Tesing Team** and **2 Member** of **Technical Support Team.**
* Develop Online Client Feedback Portal.
* Troubleshoot Network connectivity (LAN/WAN) Issues.
* Setup new sites of Cochin, Chennai and Noida for ISON BPO IND PVT LTD.
* Self-motivated having excellent analytical skills.
* Always Provides 24\*7 support environment.
* Managing Video conferencing in different Location.
* Handling E-Filling Software.
* Assembling New Systems

**Achievements**

* Got Appreciation Certificate in Galactic Infotech Solutions Pvt ltd.
* Got Best Engineer Performer award in 3AIP Services PVT LTD Zirakpur (Mohali).
* Got Best Engineer award in Idea Telecom.
* Got Excellent Migration Award in Technology Team.
* Got Appreciation Certificate in ISON BPO IND PVT LTD Kochi.

**Products Handled**

* Troubleshooting on Desktop & Laptop level.
* Administration of DC & ADC, 2008/2012, DNS & DHCP Servers.
* Creating and managing users, groups & O.Us. in DC and ADC Window Server.
* Installing & Managing Local & Network Printers.
* Troubleshoot Network connectivity (LAN) Issues.
* Asset Management (CPU, Monitor, Keyboard and Mouse).
* Troubleshooting problems of Application & Desktop/Laptop Level.
* Handling Priority tickets for all related issues.
* Follow-ups with E1 link Vendors such as BSNL to minimize circuit downtime.
* Maintain the site stock of spares.
* Handling the complete network through Cisco Catalyst switches, managing port security, MAC Address binding, Network Access Protection etc.
* Managing Network Policy Server and Active Directory Certification Authority.
* Setup new sites of Cochin, Chennai and Noida for ISON BPO.
* Web content filtering using Fortinet 90D and Sophos Firewall.
* Configuration and troubleshooting MS Outlook and Office 365.
* Configured the WhatsUp Gold tools for network monitoring & reporting.
* Handling CCTV and backup on daily bases.
* Taking care of all Inventory databases of systems and network devices.
* Managing Video conferencing in different Location.
* Handling E-Filling Software.

**CAREER HIGHLIGHTS**

**Sr.IT Executive Technology**

**Galactic Infotech Solutions Pvt Ltd**

**May 2019 to April 2020.**

* Troubleshooting problems of Application & Desktop/Laptop Level.
* Creating users, Groups and assigning share permissions.
* Administration of DC & ADC, 20012 R2, DNS & DHCP Servers.
* Managing Centralize IT ticketing tool to log the service request for IT related issues.
* Handling VICI Dialer Server for outbound and Inbound Server.
* Handling Priority tickets for all related issues.
* Always Provides 24\*7 support environment.
* Troubleshooting network related issues.
* Oversaw IT support for Server and firewall (Sophos)
* Asset Management.
* Managing CCTV and also Troubleshooting.
* Daily checks for unauthorized devices.
* Configuration and troubleshooting MS Outlook, WPS Office and Office 365.
* Maintain local call log details and share the logs on daily basis.
* Troubleshooting System problems (hardware & software)
* Maintain the site stock of spares.
* Installation and troubleshooting of software on client machine.
* Asset Management: Maintain tracking, updating and reporting movement and changes in assets.
* Checking all the Network and Server inventory on daily basis.
* Installing Managing or Troubleshooting Local or Network Printers.
* Monitor proper handling of the accessories of the LAN/WAN RACKS like keys, console cables, patch

cord etc.

* Handling Priority Complaint for all related issues.
* Co-ordination with vendors for all Hardware issues.
* Monitoring Switch and Server on Daily Basis.
* Escalating issues with in time to vendors or partners Interfacing with them for achieving proper resolution.
* Taking complete ownership for a particular case.
* Handling high severity ticket and provide satisfactory resolution to the Clients.
* Taking care of all Inventory databases of systems and network devices.
* Troubleshooting problems of Software Application
* Managing UPS and also Troubleshooting.
* Follow-ups with E1 link Vendors such as BSNL and Airtel to minimize circuit downtime.
* Setting up & managing of Video conferences between different Locations of Clients.
* Managing Calls to log the service request for IT related issues.
* Check Weekly Anti-Virus Installation & Maintaining their Updates
* Troubleshoot Network connectivity (LAN/WAN) Issues.
* Troubleshoot Operating System (OS) installation / reinstallation, upgrades and patches for desktops

**Sr.Network Administrator -Technology**

**3AIP Services Private Limited**

**June 2017 to April 2019.**

* Creating users, Groups and assigning share permissions.
* Administration of DC & ADC, 2008/2012, DNS & DHCP Servers.
* Administration of File & Storage Server 2012.
* Managing IT ticketing tool (Advent Net Manage Engine) to log the service request for IT related issues.
* Handling Priority tickets for all related issues.
* Always Provides 24\*7 support environment.
* Troubleshooting network related issues.
* Handling the **4 Members** of **Marketing Team** and **2 Member** of **Technical Support Team.**
* Oversaw IT support for 2 Servers, 1 firewall, 20 desktops & 7 laptops.
* Asset Management.
* Managing CCTV and also Troubleshooting.
* Daily checks for unauthorized devices.
* Configuration and troubleshooting MS Outlook.
* Maintain local call log details and share the logs on daily basis.
* Troubleshooting on Desktops and Laptop level.
* Troubleshooting computer problems (hardware & software)
* Maintain the site stock of spares.
* Installation and troubleshooting of software on client machine Troubleshooting.
* Asset Management: Maintain tracking, updating and reporting movement and changes in assets.
* Checking all the Network and Server inventory on daily basis.
* Managing Orbit and Google database.
* Troubleshooting computer problems (hardware & software)
* Installing & Managing Local & Network Printers.
* Monitor proper handling of the accessories of the LAN/WAN RACKS like keys, console cables, patch

cord etc.

* Handling Priority Complaint for all related issues.
* Co-ordination with vendors for all Hardware issues.
* Monitoring Switch and Server on Daily Basis.
* Escalating issues within time to vendors/partners. Interfacing with them for achieving proper resolution.
* Taking complete ownership for a particular case. Handling high serverity tickets and provides
* satisfactory resolution to the Clients.
* Taking care of all Inventory databases of systems and network devices.
* Troubleshooting problems of Application & Desktop Level.
* Managing UPS and also Troubleshooting.
* Follow-ups with E1 link Vendors such as BSNL to minimize circuit downtime.
* Setting up & managing of Video conferences between different Locations of Clients.
* Managing Calls to log the service request for IT related issues.
* Check Weekly Anti-Virus Installation & Maintaining their Updates
* Troubleshoot Network connectivity (LAN) Issues.
* Operating System (OS) installation / reinstallation, upgrades and patches for desktops

**SEO & Marketing Responsibilities**

* Handling website and daily updated patent news in social media like Linkdin, Company Website, Facebook etc.
* Create Images in Corel draw and Publish in the social media.
* Create HR Hiring Images and Other Activity.
* Google Analytics and Google Webmaster Tools.
* Analyzing keywords and SEO techniques used by competitors.
* Manage and maintain updates for large keyword lists.
* Daily Prepare detailed strategy reports.
* Daily Run Email Campain and follow up.
* Generate weekly and monthly reports for all major metrics.
* Review and analyze website to find areas of improvement.
* Analyze website performance through analytical tools.
* Keep pace with SEO, search engine, social media and internet marketing industry trends and developments
* Research and administer social media tools in support of clients’ social media strategy.
* Communication to team and management on project development, timelines, and results
* Work closely with the other team members to meet client goals.

**ISON BPO Private Limited**

**Desktop/Network Support Engineer – Technology**

**1st July 2013 to 7-Feb 2017**

* Creating users, Groups and assigning share permissions.
* Administration of DC & ADC, 20012, DNS & DHCP Servers.
* Administration of McAfee EPO 4.5 & 5.0 Server.
* Administration of File & Storage Server 2012.
* Managing IT ticketing tool (Advent Net Manage Engine) to log the service request for IT related issues.
* Managing FTP for ISON Mohali Site.
* Checking all the network inventory on daily basis.
* Managing Ultra Verint Server for Idea Inbound Process
* Troubleshooting computer problems (hardware & software).
* Troubleshooting network related issues.
* Installing & Managing Local & Network Printers.
* Troubleshooting on Desktop and Laptop level.
* Handling Priority tickets for all related issues.
* Implementation of ghost server to install OS with all application software quickly.
* Desktop level troubleshooting on CRM and Cisco CTI Toolkit.
* Checking all the System Asset on daily basis.
* Co-ordination with vendors for all voice related issues and for Root Cause Analysis.
* Escalating issues within time to vendors/partners. Interfacing with them for achieving proper resolution.
* Always Provides 24\*7 support environment.

**Additional Responsibilities**

* Co-ordination with vendors for all voice related issues and for Root Cause Analysis.
* Monitoring Verint Server for Voice & Screen Recordings.
* Escalating issues within time to vendors/partners. Interfacing with them for achieving proper resolution.
* Taking complete ownership for a particular case. Handling high serverity tickets and provides satisfactory resolution to the Clients.
* Setting up & managing of Video conferences between different ISON Locations & Client.
* Managing ticket in IT Tool (Ticket Management System) in a very efficient manner.
* Configured the WhatsUp Gold tools for network monitoring & reporting.
* Managed & maintained the LAN running on CISCO 3945 and 2960 series Switches.
* Web content filtering using Fortinet 90 D
* Taking care of all Inventory databases of systems and network devices.

**ACADEMIC Qualification**

* B-TECH (Information Technology) from Punjab Technical University in 2013.
* 12th from Punjab School Education board in 2009.
* 10th from Punjab School Education board in 2007.

**PERSONAL DETAILS**  
Permanent Address: H.No:-857/C, Guru Nanak Nagar

Patiala

District- Patiala (147001)

I, Harsimran Singh hereby declare that all the above said information is correct & true to the best of my knowledge and belief.

**Place**: **Mohali** (Harsimran Singh Dhingra)