**RESUME**

**TUSHAR VERMA 5C/4, New Rohtak Road,**

**New Delhi 110005**

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**OBJECTIVE:-**

To secure a challenging position where I can effectively contribute my skills as Networking Professional, possessing competent Technical Skills.

**ACADEMICS**

* Bachelor’s Degree in Commerce from Delhi University, India
* Diploma in Information Technology from NIIT, New Delhi, India
* XII in Commerce from Rajasthan Board, Rajasthan, India

**PROFESSIONAL QUALIFICATION**

* MCSE Course from HCL CDC South Extension, New Delhi, India
* Pursuing GNIIT from NIIT Rajendra Place, New Delhi, India

**WORK EXPERIENCES: -**

**Team Computers Pvt Ltd - Systems Engineer - (Sep’2020 – Still Working)**

Work Responsibilities at **Dalmia** Project: -

* Some as Previous.

**Karvy innotech - Systems Engineer - (Oct’2019 – Aug’2020)**

Work Responsibilities at **Dalmia** Project: -

* Managing Single Forest Windows AD DS 2012 environment.
* Maintaining Network of 60 Server Nodes and it’s hardware issues including 350 desktops and laptops clients.
* Users & Groups provisioning and Deletion maintaining OU structure and nomenclature.
* Managing DNS, DHCP in the site
* Managing and implement GPO on OU
* Manage Drive mapping through Group Policy
* Administering VPN Server and provide support to VPN Remote clients.
* Maintaining High-end Servers like Compaq ProLiant 6500,4000, DL-320, ML-350.
* Installing Maintaining various Network Printers like HP Laser & MFDs
* Taking Care of latest updates, patches, Worms & Trojans attacks and provide solutions.
* Maintaining Assets Inventory and documentation.
* Mail Clients configuration backup &Troubleshooting (**MS Outlook**).
* Deploy Office Packages through Group Policy including few other MSI packages.
* Configure new hardware, install and update the software updates & patches.
* Provide **VIP** Support.
* Manage Video conference through **RMX.**
* Data Cards configuration and troubleshooting.
* Cabling, patching, and LAN troubleshooting.
* Wi-Fi access and troubleshooting on daily basis.
* Resolve and update incident within SLA.
* Works with vendor support, contact them for desktop issues & follow up with vendors.

**Karvy innotech Pvt, Ltd - Desktop Support Engineer - (Nov’2018 - Jun’2019)**

Work Responsibilities at **Dalmia** Project: -

* Managing Single Forest Windows AD DS 2012 environment.
* Maintaining Network of 60 Server Nodes and its hardware issues including 350 desktops and laptops clients.
* Users & Groups provisioning and Deletion maintaining OU structure and nomenclature.
* Managing DNS, DHCP in the site
* Managing and implement GPO on OU
* Manage Drive mapping through Group Policy
* Administering VPN Server and provide support to VPN Remote clients.
* Maintaining High-end Servers like Compaq ProLiant 6500,4000, DL-320, ML-350.
* Installing Maintaining various Network Printers like HP Laser & MFDs
* Taking Care of latest updates, patches, Worms & Trojans attacks and provide solutions.
* Maintaining Assets Inventory and documentation.
* Mail Clients configuration backup &Troubleshooting (**MS Outlook**).
* Software updates, patch installation & troubleshooting.
* Deploy Office Packages through Group Policy including few other MSI packages.

**IDC Technologies - Desktop Support Engineer - (Jan’2018 – Oct’2018)**

Work Responsibilities at **Dalmia** Project: -

* Mail Clients configuration backup &Troubleshooting (**MS Outlook**).
* Operating Systems: Windows 7/8/10, Windows Server 2008/2012.
* Active Directory 2008 & 2012.
* Installation, configuration and troubleshooting **Forticlient VPN.**
* Installation, configuration and troubleshooting SAP client.
* Office Package: Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint, Microsoft Outlook.
* Configure new hardware, install and update the software updates and patches.
* Manage Video conference through **RMX.**
* Data Cards configuration and troubleshooting.
* Inventory management.
* Basic Networking, Map drive, Data sharing.
* Cabling, patching, and LAN troubleshooting.
* Manage shared folder and devices through permission
* Wi-Fi access and troubleshooting on daily basis.
* Resolve and update incident within SLA.
* Works with vendor support contact them within the desktop environment & follow up with vendors as per requirement.

**Automation Networks - System Engineer – (Oct’2016 – Dec’2017)**

* Placed as a System Engineer in Automation Network, New Delhi.
* Handling Servers and desktops calls & provide solutions.
* Providing technical support to the customer related to the PC Hardware and networking.
* Maintaining Hubs and Switches
* Assembling Installation of new PCs for the customer and hardware troubleshooting.
* Responsible for maintaining and managing User’s Database, Rights.
* Repaired and installed wireless devices, laptops, tablet, bar code scanners
* Troubleshoot network and internet related Issues in Windows environment
* Completed a large quantity of laptop rollout using Ghost Cast imaging
* Removed viruses and patched all infected PC’s, adding, modifying and deleting registry subkeys and values by using registration entries
* Provided technical support for users including workstation, printer, and application support.
* Responded to user service requests escalated by helpdesk call center and track until resolution
* Users & Groups provisioning and Deletion maintaining OU structure and nomenclature.
* Provided support for hardware and software issues including planned upgrades

**Projects: -**

* Installation of ADC & setting up AD Site connectivity in new site.
* Migrating mail server from Gmail to Office365 through remote support.
* Migrating Video Conferencing device Polycom to Cisco.

Date…

Place: **New Delhi** **(TUSHAR VERMA)**