**RESUME**

BrijBhushaSingh

Block-M-122,Sector-12

Noida(U.P) 201301

Mob:9718320086Email:brijs1@outlook.com

To work in a highly motivated environment where I can utilize my skills to the best of my abilities in order to meet organizational goals with continuous learning and updated knowledge

***.***

**Professional Synopsis**

A dynamic professional with over **6 Years,** of experience in Technical Support, Client Relationship Management and Team Management.

Working with **3i-infotech consultancyPvt. Ltd**.from 01 July 2011 to till this time as system admin As Level 2 (L2)

Worked with **PCS TECHNOLOGY from** 18 Aug. 2008 to 30 June 2011 as a FMS Engineer

**Professional Certifications**

# One Diploma in Computer Hardware and Networking from JETKING Institute in Noida

**Key Work Responsibilities for IBM: (01 July-2011 – Till Date)**

Working as**Engineer**(**3i-infotech consultancyPvt. Ltd**.)**Project: Bharti Airtel Ltd.**

**Sites/Projects Undertaken *:-IBM Bharti project (Airtel Africa and Airtel India)***

Project profile:-

Airtel comes to you from Bharti Airtel Limited, India’s largest integrated and the first private telecom services provider with a footprint in all the 23 telecom circles. Bharti Airtel since its inception has been at the forefront of technology and has steered the course of the telecom sector in the country with its world class products and services. The businesses at Bharti Airtel have been structured into three individual strategic business units (SBU’s) - Mobile Services, Airtel Telemedia Services & Enterprise Services. The mobile business provides mobile & fixed wireless services using GSM technology across 23 telecom circles while the Airtel Telemedia Services business offers broadband & telephone services in 94 cities. The Enterprise services provide end-to-end telecom solutions to corporate customers and national & international long distance services to carriers. All these services are provided under the Airtel brand.

## Job responsibilities

* Providing L2 Support for 1200+ Windows servers in Bharti Data Centre.
* Installation, up gradation, configuration, troubleshooting & Maintenance of Windows 2003 32/64 Bit, Windows 2008 32/64 Bit servers. Upgrade and Maintain OS Versions.
* Managing the Calls like production Node on production server and production major H/W failure. Planning and implementing fixes / Patches.
* Complex Health Checking as per GSD.
* High-end changes like hardware replacement, software/driver up gradation on production systems.

Analyze Problems & escalate to appropriate Levels, & handling escalations.

* Creating Patch Management reports regularly for Management requirements.
* Identifying and recommend improvements to existing processes. Determining Problem and resolution within Expected time frame.
* Coordinating with Server managers/other teams.
* Ensuring the Service Requests and all pre-requisite checks are followed.
* Good Knowledge of MS Patching and resolving the security based problems.
* Practical experience on Client Backup tool "VERITAS".
* Knowledge of VM ware and remote server support.
* Trouble shooting server based problems with root cause analysis. Problem solving Capability in IBM Hardware.
* Good Understanding of trouble shooting & Server based Commands
* Knowledge of Storage, Networking and backup devices.
* Installing and configure Teaming.
* Semantic Antivirus. Installation up gradation and trouble shooting
* Installation and configure tool like TSM, Tivoli monitoring tool

**IT Skills**

Operating Systems : Windows 2003 /2008 Server ,Windows 2K/XP/Win7

Server manag. Tool : IBM Tivoli Endpoint Manager

Backup tool : Veritas netbackup, IBM TSM

Ticketing Tool : Maximo.maxit

Hardware : Server (3650M3, X255, HS22 Blade Center)

Networking Hubs, Switches, Modem & Network Cards,

Mailing Tools : Lotus 6.5.2, 7.0 & 8.0.2 / Microsoft Outlook

Hardware : IBM, HP & Others

Software : WECM, Office 2003$2007, ECRM, Citrix

Desktops : IBM (8183, 8213, 8172, 8810 & more)

: HP (7100 & 7600)

Laptops : IBM Series (T40/41/43/T60 & more)

Printer’s : HP 4200 series, all-in-one, RICO 5500.

**Core Competencies**

***Service Operations***

Conducting inspection of problems of pre-treatment and rendering technical support to the clients.

Providing immediate service support to the clients for resolving their issues and complaints in compliance with the preset guidelines and rules.

Conceptualising & implementing services plans / policies for the service centre, ensuring accomplishment of business goals across the assigned regions.

Ensuring high level quality of maintenance service for increasing the Customer Satisfaction Index. ***Technical Support***

Installing and configuring Operating Systems, Application Software, and Anti-Viruses & Hardware.

Addressing queries regarding the Information System / Software & extending onsite support to the clients including maintenance of hardware / software.

Troubleshooting problems pertaining to Performance Tuning, Application Conflicts and System Bugs.



**Organisational Experience**

## Bharti Airtel: Data Centre Noida, Since 2011 to till date

Role : Customer Support Engineer,

Providing Desktop Support in IT. Currently taking Care of IBM Side (PC & Server).

Taking care of Proxy Server and access providing to the end user (Internet access & Downloading)

Virus updating and checking of effected desktops/laptops and cure the problem through Symantec10.1.0 Installation and configuration of Lotus Notes ver. 6.5.4. & 7.0.2 8.0.2 Managing DHCP Server in Win 2003 Environment.

Installation of all Microsoft S/W.

Maintenance of LAN setup and Troubleshooting.

Managing all technical issues related to Hardware, Software, Server and Networking.

**Client : Bharti Airtel Ltd.**

Role : **Desktop Engineer**.

Resident Engineer in **PCS TECHNOLOGY as** Senior Desktop Engineers

**Academic Qualifications**

10th Passed from CBSE Board (2000)

12th Passed from UP Board (2002)

B.A from Delhi University (2006)

**Hobbies**

Playing Cricket games

Travelling

**Extra Curricular Activities:**

Participated in intra-college cricket tournament – 2006-07. Member of the Cricket team at school and college level.

**Strengths and Abilities:**

Self-Motivated and positive temper.

Adjustable to changes.

Hard working and result focused

Declaration:I hereby declare that all the information provided in this application is factual and correct to the best of my knowledge and belief**.**

**Personal Details**

Name : Brij Bhushan Singh

Date of Birth : 20-10-1982

Nationality : Indian

Sex : Male

Passport No : K5154301

Father’s Name : Mr.Harinder Singh

Permanent Address : Block M-122 Sector-12 Noida (U.P)

Identity No : Cuts in hand (Left)

Date: - Brij Bhushan Singh

Place:-