### SANTOSH KUMAR

###### Objective

* Seeking to develop career in Technology industry that encourages growth and where my talent and knowledge may significantly contribute to organization’s growth. Highly determined and motivated professional with good communication and interpersonal skills.

###### Focus Area

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| ↡- Microsoft Azure Fundamentals | | | ↡- Active Directory | | ↡- DHCP Server | ↡- Networking | | ↡- Hardware |
| ↡- Desktop | ↡- Laptop | ↡- Server | | ↡- Desktop Central (Patch Management) | | | ↡- IT Infrastructure | |

###### Summary

* Possess 7+ years extensive industry experience in Implementation, Configuration and Troubleshooting of Desktop, Laptop, DHCP Server, Active Directory (AD) Server, Radius Server, Desktop Central (Patch Management)- Admin Role, MS Office, MS Outlook, Printer, Other common applications, Hardware and Network related work profile.

###### Educational Qualification

* High School : From GH School, BSSE PATNA. (2003 - 59.29%)
* 10+2 (I.Sc.) : From J.M.R. College, BIEC PATNA. (2009 - 65.40%)
* BCA : From Sikkim Manipal University (SMU). (2013 - 56.17%)

###### Technical Certification

* AZ-104 (Microsoft Certified Azure Administrator Associate) : From Microsoft (2020 – 76.90%).
* AZ-900 (Microsoft Certified Azure Fundamentals) : From Microsoft (2020 - 88.00%).
* MCSA (Microsoft Certified Solutions Associate) : From DUCAT India (Noida) – [Grade “A” – 2017]
* SPMC (Sterlite Program Management Course): From Sterlite Tech Academy.

###### Trainings & Workshops Attended

* Winmagic SecureDoc training (2 hours) – for Installation, Configuration, Monitoring and Troubleshooting from Sterlite Tech.

###### Special Recognition Award

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|  | **“Appreciation Award”** (CMS IT Services.) | For Displaying Exemplary work ethic performance at STL client site. (Dec-2019) |
|  | **“Star Performer Of The Month”**  (Sterlite Technologies Ltd.) | For his exemplary work ethic to manage all support from the technology side, despite weekends, holidays, health issues, festivals etc. and end ensures the rhythm of business is going on un-impacted. (Oct-2019) |
|  | **“STAR Performer Award”** (Sterlite Technologies Ltd.) | For his exemplary work ethic to manage all meetings, despite weekends, holidays, health issues, festivals etc. He Stood strong on value of Promises Delivered. (Nov-2017) |
|  | **“STAR Performer Award”** (Sterlite Technologies Ltd.) | For extending all the support from Technology side and enabling us to broadcast live sessions for Sterlite employees during Crest 2017. (Mar-2017) |
|  | **“Spot Performer Award”** (Sterlite Technologies Ltd.) | For Excellent Support in the CMMI Services Level 3 Appraisal at Gurgaon & Jammu location. (Feb-2017) |
|  | **“Spot Performer Award”** (Sterlite Technologies Ltd.) | For the contribution & support in Crest 2017, Official Facebook live broadcasting from IT prospective. (31-Mar-2017) |
|  | **“Spot Performer Award”** (Sterlite Technologies Ltd.) | For successful revamping of Wi-Fi Setup on 3rd floor of Sterlite Tech Gurgaon Office location. |

###### Professional Experience:

**21st FEB 2018 – Till date**

**Site:** Sterlite Tech, Gurugram (Gurgaon).

**Payroll:** CMS IT Services Private Limited.

**Designation:** - (Customer Support Engineer) L2 & L3 Desktop Support Engineer.

###### Description:

Working in the Project of **Sterlite Tech,** Gurgaon as an L2 & L3 Desktop Support Engineer, I am responsible for of HP, Dell, IBM Server/Desktop/Laptop, networking, Outlook, hardware, Server role DHCP, DNS, FTP, Radius, File server, DC patch management (Admin), Video Conference Call Support, Cobian backup utility and Google Sync, very much dedicated to rectifying the problems or any hardware failure, installation and troubleshooting**.**

Approx 600 clients based on windows platform and managing policies, inventory, software’s, Vendors payment process, Hardware and software purchases, (VAPT) Audit points, Home & Global users remote support, Manage (3-4) team, and another requirement as per company needs.

###### Knowledge – Technical Skills:

* Knowledge of built Domain environment, Active Directory (AD), DHCP Server, DNS Server, Radius Server, Print Server, FTP Server and File Server.
* Knowledge of Implement the policies for the use of the computer system and network from Group Policy (Ex. - Wallpaper deployment, USB and CD ROM block and unblock, etc.)
* Basic knowledge of Firewall / Router / Switch (Configuration changes, maintenance & troubleshooting)
* Fresh Installation Ubuntu Desktop, Linux Red Hat 5.5 / 6.2, CentOS 7, Dual Boot (Ubuntu + Windows).
* Knowledge installation and configuration of Microsoft Hyper-V and VMware Workstation Pro.
* Hyper-V (2012 & 2016) New server creation, Movement of server, Import, Export, backup.
* Knowledge VMware vSphere environment: Installation and configuration VMware vSphere Hypervisor 6.7 (ESXi),  Creation new Virtual Machine, OS installation on Virtual Machines, Static IP address configuration Hypervisor and ESCi Monitoring.
* Technical knowledge and architectural understanding of open source Backup Software like *"Cobian Backup"* for automatic backups for end users directories and files.
* Knowledge of Integrate Macbook MAC OS into a Windows Active Directory domain environment.
* Experience and knowledge using and supporting the Google suite of products.
* Knowledge installation and configuration of Deployment Management tool such as: Windows Deployment Services (WDS) and Microsoft Deployment Toolkit (MDT).
* Knowledge of operating biometric software and performed a monthly base take database backup.
* ​Knowledge in IPv4, IPv6, and other networking related protocols like TCP/IP, MPLS, etc.
* Knowledge about Capex and Opex cost process.
* Knowledge of industry standards and audit requirements.
* Basic knowledge of ITIL processes.
* Knowledge of AZ-900: Microsoft Azure Fundamentals.

###### IT Infra & L3 Desktop Support – Key Responsibilities:

* Creating user Active Directory (AD) ID, Resetting user passwords, Lock/unlock user accounts, create groups and user access rights etc. also understanding including LDAP Queries.
* Installation, Configuration and troubleshooting of DNS, DHCP, File Server, FTP server, Print Server and Network Policy and Access Services server role for Radius Server.
* ​​​​Monitoring​, Configuration​ and troubleshooting Servers *(​IBM System X3250 M4​ ​and HPE DL360 Gen10​)* hardware, CPU utilization, Disk space usage, etc with Windows 2008​ ​/​ ​2012 R2​ ​/​ ​2016 Server Operating Systems.
* Perform as a DC Admin for Patch Management, Software Deployment, Inventory / Asset Management, Service Pack Installation, Prohibited Software / Block EXE, Software Metering and License Management, Vulnerability Assessment Scan, AD Central & User Logon Reports, Desktop Sharing, System Tools, Remote control, managing from ManageEngine Desktop Central.
* IT Vendor management & coordination on all technical aspects in company's IT infrastructure, Computer peripherals, AMC Matters, Upgradation, New hardware and software purchases, Vendor Policy and Code Creation, Maintain vendor relationships for negotiating contracts and finding the best available vendor.
* Understanding and performing of Procure to Pay (P2P) process for Creating eNFA Capex/Opex process from gControl and Signavio BPMS Tool, Purchase Requisition (PR) and Purchase Order (PO) creation in SAP Hana Database, Invoice processing for Payments and Coordinate with concern team for SAP Material code creation.
* Performing Installation, Configuration and Testing of LAN/WAN devices & Crimping & Punching I/O Ports
* Installation, Configuration and troubleshooting of Ruckus ZoneDirector 1100, 1200, Ruckus Indoor Wi-Fi Access Points - ZoneFlex 7343, ZoneFlex 7352, R 500, R 700.
* I have involving and provided IT infrastructure support for new remote office establishment for STL all Network Services *(Jaipur Smart City, Kakinada Smart City, Project Varun, Project PGCIL, Project Mahanet, Project T-fiber, Project RJIO, and Unitech Gurgaon)* delivered projects in a timely and efficient manner.
* Coordinate and implement with concern vendors and internal STL's team for Internet Service Provider (ISP) Tata Communications Ltd - Leased Line, MPLS, Spectranet ILL, Airtel Software-Defined Wide Area Network (SDWAN), Network connectivity, required local Server, Server Room Equipment, Workstations, Projectors, Video Conference equipment, LAN MFP printer, Access Control System, CCTV Cameras, Warranty Support partners and other implementing IT policy.
* Coordinate and implement Security Agent application successfully on STL's end-user systems such as: Winmagic SecureDoc HDD encryption tool, FireEye APT Endpoint Agent, Netskope Agent, Symantec Information Centric Tagging (ICT), Collect IT, Symantec Endpoint Data Loss Prevention (DLP) etc.
* Implement and Monitoring Security Agent application successfully on STL's critical servers such as: Arcon Privileged Access Management (PAM).
* Coordinate and implement new standard backup and monitoring application successfully on STL's end-user systems such as: Google Drive Sync for End-user data backup, Google Drive File Stream, SummitAI's IT Asset Management - Summit tool agent, Nexthink tool agent, etc.
* Implement, Configuration and Monitoring NEOX IP PBX (IP Phones) with Polycom (VVX350, VVX150) business IP Phone device on STL's end-user systems.
* Implemented and rolled out a secure 802.1x wireless infrastructure using Authentication with Windows Server 2012 Radius setup.
* Installation, Configuration and troubleshooting of Nagios Core network monitor tool and PRTG network monitor tool for detection of network outages, protocol failures, archive logs, and alert on suspicious activity for security and compliance.
* Installation, Configuration and troubleshooting of Kiwi Syslog Server for monitoring network, archive your logs, and alert on suspicious activity for security and compliance.
* ​Perform time-to-time Symantec Endpoint Protection (SEP) Corporate Edition 14 version Update on STL's End users system from Symantec Push Deployment Wizard.
* Configure Cobian Backup tool on Free NAS Server (Network-Attached Storage) for auto schedule incremental and full backup user data transfer.
* Perform regular take backup on secondary storage devices like External Hard Drive on a daily, weekly and Monthly basis of all the critical data related to servers/services/applications managed by the Org IT team as per the backup policy.
* ​Performed Vulnerability Assessment and Penetration Testing Services (VAPT), Auditors find vulnerabilities in our network, Identify weakness in our technologies, processes, and people. We are review and Analyze Vulnerability scan reports and closed open points as per auditor recommendation.
* Manage Asset management, Software licenses Management and Documents Management, as per client standard process.
* Understanding of Service Now and ITIL, and Ensure that team provides support to Technology projects and ensure all assigned project deliverables are completed as per schedule.
* Managing master data for all PO contracts renewals. Ensuring that all PO are renewing before the expiry to avoid any non-compliance.
* ​Create / Update Project related documents like User Manual, Troubleshooting Guide, Training material, Application SOP, Video Call device SOP, etc.
* Prepare and providing various IT-related reports to the IT Manager on a weekly and monthly base.
* Manage (4-5) team, Home & Global roaming user’s requirements and provide a solution accordingly.

###### L1 & L2 Desktop Support – Key Responsibilities:

* Provide quality IT support Windows-based PC ecosystem, Network, and Applications on issues logged via Ticket tool, Phone, email or Ad-Hoc (Walk-in) to STL's internal home users, roaming users and global users. And also ensure they are functioning properly.
* Log IT issues and queries all calls in the Service Desk Call Logging system: Use **Symphony Summit** (Genie) ticketing tool and **ManageEngine ServiceDesk** tools.
* ​Perform Incident & SR Management: Monitor the system daily and respond immediately to security or usability concerns.
* Resolving application related issues for Other Sub Offices locations via remote client using remote tools such as Desktop Central - Remote control, AnyDesk, TeamViewer, Ammyy Admin and etc.
* Installation, Configuration and troubleshooting of Win OS XP/7/8/10, Win Server OS 2008/2012/ 2016.
* Installation, Configuration and troubleshooting of MacBook macOS 10.12 Sierra, macOS 10.13 High Sierra, macOS 10.14 Mojave, macOS 10.15 Catalina.
* ​Performer Monthly base missing windows patches testing and deployed on End-users system and local servers from ManageEngine Desktop Central as per STL’s compliance.
* Diagnose Day-to-day hardware and software (Windows/Mac) platform problems and replace defective components.
* New Laptop/Desktop configuration, Domain joining and User profile configuration.
* STL’s internal department File Server Folder creation and provided user Permissions.
* Troubleshooting and coordination with HP warranty hardware support and Server AMC hardware support team for after diagnostic faulty hardware replaces the urgent base.
* Coordinate with ISP Airtel, Tata Communications and Spectranet for Leased line and MPLS uptime.
* Coordinate and provide support for SonicWall Global and FortiClient Virtual Private Network (VPN), User login creation, Password reset and another Client creates a VPN connection between users computer and the corporate network related problems.
* Configuration and Troubleshooting of Microsoft Outlook including PST Backup and restore.
* Installation, Configuration and troubleshooting hard drive encrypting, decrypting from Winmagic SecureDoc.
* Installation, troubleshooting, and monitor from Symantec Endpoint Protection Manager Console and review daily base for Symantec Virus definitions up-to-date system and Out-of-date system, Malware or suspected malware Infected system, Anti-virus issues and take action accordingly.
* Monitor and Improve system performance from Nexthink real-time analytics tool.
* ​Performing troubleshooting and Monitoring of CCTV Camera, Attendance and Server room biometric machine, UPS and other network equipment.
* Maintained all network documentation for hardware and Software configuration and licensing.
* ​Installation, Configuration eToken PKI client and e- Digital Signature device Certificates for Tenders and GST websites.
* ​Manage Network Devices and Check the Connectivity of Network Devices and ​​Crimping, ​​Punching
* Configuration of MAC Address on DHCP Server for STL’s users Internet Access.
* ​Configuration DHCP Server scopes and Reservations.
* Configuration of MAC Address on DMZ (Demilitarized Zone) network for Guest users Internet access.
* Mail Configuration on Blackberry, iPhone, Windows mobile and Android mobiles.
* Installation, Configuration & Troubleshooting of as per required user Various types of applications like, SAP Hana 7.4 / 7.5 / 7.6, JAVA, AutoCAD, MS Office / Visio / Project, Adobe, VPN, Oracle Discoverer, Tableau, FortiClient VPN, Symantec Antivirus, FireEye, Symantec DLP, Netskope, etc.
* Installation, Configuration and troubleshooting of various Data card devices like Airtel USB Data cards.
* Installation, Configuration and troubleshooting of MS Office, MS Visio, MS Project 2007, 2010, 2013, 2016, 2019 and MS Office 365.
* Installation and troubleshooting of SAP Hana at client side and configure the same with the server.
* Installation, Configuration of Google Asus Chromebox, Asus Chromebit and Asus Hangouts Meet kit.
* Device Use for (Video conferencing system) like: Huawei Telepresence TP3106-70, Huawei T30, Polycom HDX 7000HD, Polycom RealPresence Group 500, LifeSize Cloud, Google Chromebox, ASUS Chromebox CN60 / 65 and ASUS Hangouts Meet hardware kit.
* Video Conference meeting call schedule and manage for Users on Huawei SMC (Service Management Center) Bridge, LifeSize Cloud, BlueJeans, Google Hangouts Meet, Skype and Skype for Business, Microsoft Teams app, ZOOM and GoToMeeting VC Platform.
* Town Hall Video Conference call event to organize (Monthly and time-to-time) basis to STL users on BlueJeans, Internal VC location, and Facebook Workplace for Live Streaming platform with Higher management.
* Audio Conference meeting call schedule and manage for Users on CISCO WebEx Web Video and Audio Conference, Arkadin Audio Conferencing, Chorus Audio Conferencing Platform.
* ​Installation, Configuration and troubleshooting printers of DeskJet, LaserJet and Network Printers.
* Maintain IT document (like User's AD ID Creation Modification Form, Network folder's, USB Access, New Equipment Issuance Form, Third Party Access Form, and Security Incident Handling Form etc.)
* Maintaining inventory of each and every IT related assets for all stages like in Allocated, Used, assigned a temporary, Spare, scrapped or faulty.

###### Previously Working Experience - 3,

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| 2nd May 2017 – 20th Feb 2018(9 months, 18 days) | **Site:** Sterlite Technologies Ltd., Gurgaon. |
| **Payroll:** Vision India Services Pvt. Ltd. |
| **Designation:** - System Administrator |

###### Previously Working Experience - 2,

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| 16th Dec 2013 – 2nd May 2017 (3 years 4 months 16 days) | **Site:** Sterlite Technologies Ltd., Gurgaon. |
| **Payroll:** Accel Frontline Ltd. |
| **Designation:** - Customer Service-Engineer (as L2 & L3 Desktop Support Engineer) |

###### Previously Working Experience - 1,

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| 09th Apr 2007 – 24th Jan 2009  (1 year, 9 months) | **Site:** Genpact, Gurgaon. Wipro Info Tech through Progressive Infovision Pvt Ltd. |
| **Payroll:** Progressive Infovision Pvt Ltd. |
| **Designation:** - FMS L2 Engineer |

###### Personal Information:

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| **Date of Birth** | **:** | 2nd Jan 1986 |
| **Nationality** | **:** | Indian. |
| **Languages** | **:** | English & Hindi. |
| **Interests** | **:** | Computer and Cricket. |
| **Email ID** | **:** | [santosh.shrm@gmail.com](mailto:santosh.shrm@gmail.com) |

**(Signature) Date: ……………………. Place: ……………………**