**Neeraj Kumar**

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**OBJECTIVE:**

To improve technical and personal skills with organization, achieving professional excellence and contribute it to organizations growth.

**WORK EXPERINCE:**

**Innovation Technology by Design**: - 18th Dec 2017-Present

I am working here as a **Technical Engineer.**

**Job Responsibilities**

**Network Administration: -**

* Documenting network and day-to-day problems/resolution for future reference.
* Monthly Backup of network devices such as Switch configuration.
* Managing the Firewall (SonicWall TZ215, TZ300 ).
* Monthly backup of firewall and Switches.
* Using Network Monitoring Tools: Cacti, MRTG, Smoke Ping,
* Installation new N/W devices, Configuration, and troubleshooting of network problems.
* Configure and Managing the Wi-Fi Device (Cisco Meraki)
* Network (WAN) support to ITBD other’s Branches.
* Management and backup of CCTV Cameras.

**Windows Administration: -**

* Maintaining daily call records on internet-based tool ConnectWise.
* Installation and troubleshooting of client OS- Windows 7, Windows 8.1 and Windows 10.
* Configuring outlook 2007/2010/2016 office 365 and troubleshooting the outlook issue and responsible for backup of user’s PST file.
* Installing and managing AD, DNS and DHCP Server.
* Communication with Client (Telephonic and E-mail)
* Remote management through TeamViewer, VNC & Remote Desktop to solve windows and software issue.
* Printer installation and troubleshooting technical problem related with printers.
* Create and managing domain users and groups
* Creating, maintaining and troubleshooting of LAN.
* Application installation and troubleshooting
* Administrating & Maintaining Windows Servers
* Managing the Labtech server.
* Configured and managing the Thin client devices.
* Installation, Configuration and controlling of Antivirus.
* Monthly System Inventory.
* IT Asset’s and IT infrastructure management.
* IT Internal audit monthly.
* Configuration & Management of IP Phones.

**WORK EXPERINCE:**

**IDS Infotech Ltd. - 26th March 2015 – 18th Dec 2017**



**Technical Support Associate**

I am a Technical Support Associate whose responsibility includes managing the Windows server, VoIP server, Network, Troubleshooting the day to day issue at windows, network and desktop level.

**Job Responsibilities**

**Windows Administration: -**

* Maintaining daily call records on intranet-based tool OTRS.
* Installation and troubleshooting of client OS- Windows XP, Windows 7, Windows 8.1 and windows 10.
* Configuring Outlook 2007/2010/Office 365 and troubleshooting the outlook issue and responsible for backup of user’s PST file.
* Installing and managing AD, DNS and DHCP Server.
* Communication with Client (Telephonic and E-mail)
* Remote management through Team Viewer, VNC & Remote Desktop to solve windows and software issue.
* Printer installation and troubleshooting technical problem related with printers.
* Create and managing domain users and groups
* Creating, maintaining and troubleshooting of LAN.
* Application installation and troubleshooting
* Administrating & Maintaining Windows Servers.
* Configuration & Management WSUS Server.
* Managing Backup Retrospect Server
* VoIP Server management (Elastix).
* Managing IT Inventory of the Organization.
* Configuration & Management of IP Phones.

**Network Administration: -**

* Documenting network and day-to-day problems/resolution for future reference.
* Monthly Backup of network devices such as Switch configuration.
* Managing the Firewall minor operations ( Cyberoam and Untangle).
* Daily backup of firewall (Cyberoam and Untangle) logs.
* Using Network Monitoring Tools: Cacti, MRTG, Smoke Ping,
* Installation new N/W devices, Configuration, and troubleshooting of network problems.
* Network (WAN) support to IDS other’s Branches.
* Management and backup of CCTV Cameras.

**TECHNICAL ABILITy:**

**Technical Skill:** NIC Teaming, DFS, DNS, DHCP, WSUS, Anti-virus server.

**Network Device: -**

**Routers:** Cisco Routers (1700, 1841, 2500, 2811, 3725

**Switches:** Cisco Switches (Catalyst 2950, 2960), HP Procurved 2650, HP PoE Switches SG200-50.

**Firewall:** Cyberoam 750ia 10.6.4 MR-1, Untangle version 12.2.0. SonicWALL TZ215, TZ300.

**Monitoring Tools:** MRTG, Cacti, Smoke ping.

**AcADEMICS:**

* Diploma in Computer Hardware and Networking.
* Bachelor’s in computer science (IT) from PTU.
* MCA From CGC Gharun (PTU)

**Training:**

* Six-month training in IDS Infotech Pvt Ltd
* Work as Computer Networking CCNA, CCNP (Switching) in Jetking from Chd ( 12 Jun – 30 August 2014)

**Achievment And Goal REward:**

* QUIZ Participation in Technical contest at Institute (2008-09).
* I Am member of discipline comity in **Tech Fest** in College
* Received award Q1 2018

**Hobbies:**

* Dancing
* Listening to music

**Extra-Curricular Activities:**

* I got second position in Bhangra at **Tech Fest** in college.
* I got second position in Western Dance at **Tech Fest** in college.

**Personal Detail:**

**Name :** Neeraj Kumar

**Fathers Nam :**  Ram Sarup

**Date of Birth :** 17-March-1990

**Gender :** Male

**Marital Status :** Unmarried

**Languages Known :** English, Hindi, and Punjabi.

**Declaration:** -

**I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.**

**Date: \_\_\_\_\_\_\_\_\_\_\_**

**Place: \_\_\_\_\_\_\_\_\_\_\_ NEERAJ KUMAR**