**PRATYUSH MANI SHUKLA**

**Address- #E-121, street-5  
swami sardhanand park , delhi 42  
Mobile: +91 9650198185  
E-mail: Pratyush803@gmail.com**

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| **Objective:** |
| Seeking a challenging & growth oriented career with a progressive organization that could utilize my skills at greater extent. |

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| **Work Experience:** |

**1.**

* **Company : Barclays (WIPRO)**
* **Profile : IT ANALYST Engineer**
* **Duration : July 2017 to April 2018.**

**2.**

* **Company : Evisiontechnoserve Pvt Ltd.**
* **Profile : Desktop Support Engineer**
* **Duration : September 2015 to June 2017**

**3.**

**Company : R4solutionsinc.com.**

**Profile : NOC ENGINEER.**

**Duration : April 2018 to present**

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| **Professional Experience: NOC ENGINEER** |

* Knowledge in working & configuration of Cisco routers and switches.
* Knowledge of the OSI seven layer model and TCP/IP four layer model and how network behave at different layers of OSI and TCP/IP.
* In depth knowledge of networking principles including TCP/IP protocols, IPV4, IPV6 and subnetting.
* Knowledge of VLAN configuration with VLAN Trunk and VLAN access mode.
* Familiar with router and switch hardware to include hardware redundancy applications.
* Ability to configure and troubleshot RIP, EIGRP, OSPF, and BGP routing protocols.
* Ability to create and apply ACL’s to meet organizational security policy requirements.
* Establishing an awareness on network security issues.
* Troubleshoot problems Desktop & Laptop Hardware and OS Configuring of Driver & Devices.
* Configuration New user Profile, IP Address and LAN, WAN services maintaining & all types of LAN Cabling.
* Network and local Printers Installation Maintenances and troubleshooting.

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| **Professional Experience: IT ANALYST** |

* Configuring, Managing, Monitoring and troubleshooting of complete environment.
* Comprehensive knowledge of network troubleshooting, monitoring and maintaining remote servers
* Well versed in Unified Communications networking systems
* **Installation, Configuration and** Troubleshooting of Microsoft (XP, Windows 7)
* Configure access to shared folders**,** manage shared folder permissions, Configure file system permissions, Ownership of files and folders.
* Managing remote location trough Remote Connection Tools like **Remote Desktop, Team Viewer, and Ammy Admin.**
* Responsible for Software, Application installation and monitoring performance.
* Troubleshooting, installing and configuring Mail Clients like **MS-Outlook& Outlook Express, Window Mail.**
* Installation of designing software, Application and other utility as per user requirement. Solve Internet related problem Configuration Basic TCP/IP Setting.
* Manage Antivirus (Quick Heal Total Security).Troubleshooting and problem solving on the network.
* Solve internet related problem Configuration Basic TCP/IP Setting.
* Managing the installation and configuration part of all standard software as per the company policy.
* Installation, configuration and maintenance of **Local and Network Printers.**
* Having the good knowledge of Windows Server 2003,2008,2012,Active Directory, Group Policy, DNS ,DHCP.
* Working on Remedy, RUN IT, Codex, Service now, Service first, ticketing tools.
* Having the good knowledge of exchange server and office 0365 .
* Working on RSA token ,Cisco any connect and troubleshooting.
* Having the good knowledge of WDS, Wsus server.
* Having the basic knowledge VM ware 6.0 and configuring host and creating VMs.
* Having the basic knowledge of Clone ,template in VM ware environment.
* Responsible to resolve end user email related issues and provide folder access on Server .

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| **NETWORK & IT Troubleshooting Skill:** |
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Prepare Daily, Weekly & Monthly Reports for Database.

* Handling Tickets on Service Now and Daily Tickets Updating
* Taking very care of SLA Breach period of the Ticket
* confuguration of the networking devices (Cisco Router, switches, r) co-coordinating with the system/Network administrator during implementation
* Monitoring, troubleshooting & ISP follow-ups for WAN link -leased line.
* Installation, Configuration of Windows Servers 2008 /12/ 2003, Active Directory, FTP,DNS, DHCP, TFTP under LAN and WAN environments.
* Configuration New user Profile, IP Address and LAN, WAN services maintaining & all types of LAN Cabling with switch and router. Crimping , i/o port
* Administration of Cisco 11.x and 12.1 version.
* Installation and Management of Active Directory on Server 2008 R2.and 2012r2
* Management and Administration of User Account, Group Account and OU.
* Manage Local Printer & Network Printer.
* Install, configure, maintain, troubleshoot & support company LANs, WANs, including routers. Switches
* Knowledge of Desktop / Network Hardware Components Installation, Upgradation and Troubleshooting.
* Work on Experience of Windows XP & Windows 7/ 8 Installation, Customization and Troubleshooting in Different Vendors Product (Desktop / Laptop).
* Installation & configuration of LAN Network in Windows Environment (Win XP, VISTA and Win7 Etc.)
* Installation of various software, Application and Utilities.
* Good knowledge of server installation and configuration.
* Managing the installation and configuration part of all standard software as per the Company policy.
* Troubleshooting VDI and Citrix.

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| Educational Qualification: |  |

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| **Course** | **Institution** | **Board/ University** | **Year** | **Percentage/ CGPA** |
| B.Tech (cs) | GNIOT | UPTU | 2015 | 59.95% |
| 12TH | C H S SCHOOL AZAMGARH | UP | 2010 | 65% |
| 10th | R C MALLUPUR | UP | 2008 | 61 % |

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| Personal Details: |

Father’s Name : Sh. Vijay Bhan Shukla

Mother’s Name : Smt. Sunita Devi

Date of Birth : 03 july 1994

Marital Status : Single

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| Declaration: |
| I do hereby declare that all the details given are true to be best of knowledge.  Name:-Pratyush Mani Shukla |

Date………………….. Place…………………………