**Name: - Dhanendra T Nighot**

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**Phone:- 91-8698115483 / +91-9867072628**

**Objective: -** To pursue a highly challenging career in IT field where I can utilize my knowledge

and experience, acquire new skills with a team of professionals and provide value

addition work to the organization. Currently looking for a suitable IT support position  
 with an ambitious company or organization.

**Total experience: -** 4+ years of experience as a Server Support Engineer and Datacenter Administrator.

**Educational Qualifications:-**

* B.E. (Information Technology) From MMIT, Lohgaon, Pune University in 2014 with 58.82 %( agg).
* Diploma in I.T. From Mumbai university in Feb 2010 with 75.13%.
* S.S.C. From Maharashtra Board in Mar 2003 with 65.06%.

**Roles and Responsibilities:-**

**Windows Server Part**

* Creation, modification, extension, deletion, disabling, enabling of User ID’s, Generic ID’s, and Service ID’s
* Password reset of User id’s and SFTP ids. Host removal, OU movement.
* Creating, managing domain user accounts, assigning rights & permissions.
* Monitoring of system logs, CPU utilization and memory utilization.
* Installing and patching activity at OS level.
* User mailbox, group mailbox, room mailbox creation, modification, deletion.
* SMTP addresses addition, DL creation, modification, deletion.
* Assigning mailbox permissions: - Send-As, Send On-Behalf Of, Send mail access.
* Mailbox database migration. (Office 2007, 2010, 2013, O365)
* Basic understanding of VMware V-motion, High Availability, Fault Tolerance, VMware DRS, VMware Clusters.
* Taking care of incident management using BMC, e-helpline, ManageEngine Ticketing tool.
* Worked on VERITAS Symantec Backup Exec.

**Linux Server Part**

* Taking care of File System Management, User & Group Management, and Logical Volume Management.
* Remote administration and monitoring of the Server using SSH, FTP.
* Tracking and managing processes, network statistics and storage statistics.
* Managing DNS server (BIND, Caching-Only), DHCP server, and FTP server.
* Adding, removing or updating user account information, access rights and permissions.
* Monitoring system performance and act in co-ordination with the IT team.
* Co-ordinate the process in case of any issue in Live/UAT with Operations/Help Desk.
* Escalating issues as per escalation matrix.
* Logging calls and communicating with hardware vendors in case of hardware failure.
* Primarily able to diagnose the problem, actively able to resolve the problem/issue and communicate it to end user/client according to the given SLA.

**Technical Skills:-**

* Data Recovery from portable storage devices.
* Proficient in handling escalated calls.
* Microsoft Outlook 2007/2010/2013 configuration, backup, troubleshooting.
* Server Systems: Server 2003, Server 2008 r2 (Standard, Enterprise).
* Configuring ADDS, DNS, DHCP, Remote Desktop services in Server 2008 r2.
* Good understanding of VMware technology.

**Key Skills:-**

* Strong verbal and personal communication.
* Problem analysis, solving problems efficiently.
* Effective Team Player.
* Planning and organizing on projects.
* Co-ordination along with co-workers.

**Work Experience:**

**Current Payroll Company-** Sellcraft Global Solution Pvt. Ltd

**Deployed Site –** Voltas, Chinchpokli, Mumbai, Maharashtra 40033

Duration: - 20th Aug 2018 to till date.

**Position-** System Administrator G Suite/ Proxy/ Antivirus

**Job Role:**

1. **G suite**

* Email ID creation, update and Deletion in G suite.
* Co ordination with HR people related to users email and window ID.
* Group ID creation, update and Deletion in G suite and active directory.
* Creating and managing email Security policies.
* Managing Google application for the various domain.
* Accounting and maintaining G Suite licenses and email E mail Backups for left employee.
* Managing mobile devices enrolled with organizational email ID.
* Creation and maintain report related to G suite.

1. **Proxy (Safesquid / Z scaler)**

* Reporting and monitoring internet traffic, attack, malicious web access.
* Providing Access to the website and portal as per user’s designation.
* Allowing, blocking and recategorization of website as per company standard.
* Creating and managing proxy security policies.
* Creating and managing rules to allow and block internet traffic as per the organizational requirement.
* Daily, weekly and monthly reporting for usage, attacks and blocked content from the proxy technology.

1. **Symantec 14.2**

* Daily reporting should consist of AV definition, number of clients, servers, GUP, outdated virus definition count, SEPM health check.
* Creating & configuring security related policy.
* Creating SEP packages for different operating systems (windows, Linux etc.) Top source of attack.
* Monitoring Free Disk space of every location GUP Server. All action Failed risk. Outdated SEP Clients.
* Configured Unmanaged Detector and notification as well for the same. Scheduling weekly scan & daily scan for all clients.

1. Coordination with Support team and vendors related to above technology as per requirement.
2. Managing Window user with Active directory.

**Work Experience:**

**Current Payroll Company-** Konverge Technologies Pvt. Ltd.

**Deployed Site -** Greaves Cotton Ltd., Prabhadevi (W), Mumbai

Duration: - 14th Aug 2017 to 19th Aug 2018

**Position-** Datacenter Administrator

**Job Role:**

* Daily server checklist, backup checklist, MIS report, change management report
* Managing Windows and HP-UX servers including Hyper-V and HPVM.
* Daily Backup of all servers on Symantec Backup Exec and HPE Data Protector.
* Providing Firewall access, VPN access, and FTP access to required domain users.
* Monitoring all locations servers availability/performance.
* Weekly and monthly reports for all servers, routers, backup jobs, server/MPLS links uptime/downtime, bandwidth utilization, etc.
* SQL Data Guard monitoring, logs shipping, Start/Start HPUX servers, application & database start/stop.
* Cluster monitoring of HP-UX and Hyper-V Monitoring in Windows Server 2012 R2.
* DR drill activity on Hyper-V VMs, patch upgradation, HDD/RAM alteration, snapshot merging, replication monitoring, live migration of VMs on host to host.
* Troubleshooting & patch upgradation of all portals.
* Generating logs on HP 3Par Store Serve 7200 & 6710 SAN storage.
* ARCON: - Privileged Access Management (formerly Known as ARCOS) is used to managing, controlling and monitoring privileged user activities.
* Managing Kaspersky antivirus.
* Managing SonicWALL Firewall.
* Administration and Maintenance of Microsoft office 365 Archival.
* Handling ManageEngine tools like: -
  + NetFlow Analyzer (Traffic monitoring)
  + OP Manager (Server/Router performance)
  + Event log Analyzer (Windows/Unix alerts monitoring)
  + AD Audit Plus (AD users monitoring)
  + Service Desk – Helpdesk Portal

**Payroll Company -** HSB InfoTech (Wipro InfoTech).

**Deployed Site –** Kotak Mahindra Bank (HO), Goregaon (E), Mumbai.

Duration: - 8th Apr 2016 to 14th Aug 2017

**Position-** Technical Support Engineer

**Job Role:**

* Providing Infrastructure Support to multiple International Locations remotely(India, London, Singapore, Dubai and U.S)
* Responsible for the availability of computers, system, applications and software’s.
* Raising Firewall Tickets for opening ports.
* Maintenance and administration of McAfee Safe boot Server.
* Migration of Users from one domain to other.
* Administration of Active directory.
* Maintenance of application server (Installation of Software on server).
* Installation and configuration of Bloomberg System.
* Installation and configuration of Euro clear.
* Maintaining Inventory of all Systems Available.
* Manual Backup of File Server.
* Automatic Daily Incremental Backup of File Server with help of Data Barracks.
* Maintenance and administration of File Server of all Locations.
* Using E-helpline and Remedy tool to log and close tickets.
* Educate end users on the use of IT to enhance the competitiveness of business.
* Administration and Maintenance of Microsoft office 365 Archival.
* Troubleshooting DNS related issue.
* Administration and monitoring Business critical file server.
* Administration and monitoring voice recorders of different vendor also retrieve data

as per requirements.

* Coordination with different vendors all over globe to resolve IT related issue**.**

**Payroll Company-** Ensure Support Services, Mumba**i**

**Deployed Site –** Mumbai Office

**Duration: -** Apr 2015 to Feb 2016

**Position: -** Customer Support Engineer

**Job Role:-**

* Work as Team Leader in PM/Pre-AMC Department.
* Scheduling engineer for PM/Pre-AMC Activity.
* Coordination with Residential engineers, Customers and CO Employees.
* Daily Reporting and Updating in organization’s application.
* Coordinating and managing PM/Pre-AMC Engineer.
* Generating Daily, weekly, Monthly MIS reporting.

**Personal Details**

Name Dhanendra Tukaram Nighot

Date of Birth 21th Sep, 1988

SexMale

Permanent Address Vevoor, hanuman Tekadi, Palghar (E), Palghar, Maharashtra.

**Declaration & Signature:-**

I, hereby declare that the information in this document is accurate and true to best of

my knowledge.

**Date:**

**Place: (Dhanendra Nighot)**