**CURRICULUM VITAE**

**Name - Sandeep Kumar**

**Residence Address: - C 85 A- Mansa Ram Park New Delhi Dell Certified.**

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**Objective: Seeking assignments as IT System Engineer, Team Lead in Technology-Driven Organization.**

**Career Conspectus**

* 6+ years of experience in System Administration with technical expertise in implementation, operations & support functions.
* Currently employed with Mynd Solutions Pvt. Ltd.
* Comprehensive understanding of System Administration concepts entailing installing, configuring & maintaining various Network Devices and Equipment’s.
* Adept in analyzing information system needs, evaluating end-user requirements, custom designing solutions, troubleshooting for complex information systems management.
* An effective communicator with good relationship management skills with the ability to relate to the people at any level of business and management.

** JOB DESCRIPTION**

**(Mynd solutions private limited)**

**System engineer / from 15th June’2015 to Till Date.**

Current Task:-

* + Active Directory. (Managing user accounts, groups, permission assignment, creating, deleting /modifying Active Directory objects.
  + FSMO/ADFS.
  + Working knowledge on RSOP, SECPOL, Bit Locker and Syskey data security.
  + Print management and Scan Server.
  + FBackup configuration and management for data backup.
  + WSUS Patch management.
  + Managing Antivirus Server (MacAfee).
  + Server/Desktop/Laptop Hardware installation and troubleshooting.
  + Mail Server- Zimbra (MS Outlook-2007, 2010 & 2013, 2016).
  + Windows Server 2k8 & 2k12.RAID Configuration. RAID 1 and RAID 5.
  + Server Monitoring and Hardening.
  + DHCP, DNS, WDS & Firewall Support.
  + Responsible for Video Conferencing Infra like Lync/GMeet/WebEx etc.
  + Handling L2 Level support for VIP users.
  + Windows installation-win XP, 7, 8.1,10.
  + Tally/SAP/VPN/PMS/ERP Configuration.
  + Hardware and Software level troubleshooting into the Laptop and Desktop.
  + MS Outlook configuration PST Repair, Backup, Archive.
  + LAN/WAN/Wi-Fi Troubleshooting.
  + MS Office 2007, 2010, 2013, 2016 and Office 365.
  + Remote Support to the end user.
  + Handling IT ticketing tools to resolve user’s day to day issues.
  + Basic knowledge on Switches and Routers.

**Additional Duties and Responsibilities:**

* Improve customer service, perception, and satisfaction
* Ability to work in a team and communicate effectively
* Escalate service or project issues that cannot be completed within agreed service levels
* Business awareness: specific knowledge of the customer and how IT relates to their business strategy and goals
* Develop in-depth knowledge of the service catalog and how it relates to customer’s needs
* Document internal processes and procedures related to duties and responsibilities
* Responsible for entering time and expenses in Connect Wise as it occurs
* Understand processes in Connect Wise by completing assigned training materials and blueprints on the Connect Wise University
* Work through project tickets and phases in Connect Wise as assigned by a Project Manager
* Enter all work as service or project tickets into Connect Wise
* Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry

**Organizational Detail:-**

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| --- | --- | --- |
| **Organization** | **Profile** | **Work period** |
| Mynd Solutions Private Limited  (Gurgaon) | System Engineer | 15-06-2015 To Till Date. |
| HCL Services Limited.  (Noida) | Associate IT | 26-07-2013 to 10-06-2015 |
| Telecom Network Solutions Private Limited.  (Noida) | System Executive | 03-09-2012 to 25-07-2013 |
| IT Soft Communications.  (IGI Airport New Delhi) | Executive IT | 01-07-2011 to 31-07-2012 |

**Education**

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| --- | --- | --- | --- | --- |
| B.Tech (IT)-Regular | GBTU, Lucknow | Shobhit institute of engineering and technology Gangoh-Saharanpur (U.P.) | 2011 | 63.38 |
| 10+2 level- Regular | U.P. Board, Allahabad | J.K.I.C. Sakerpur-Sanai  Siddharth Nagar (U.P.) | 2006 | 66.03 |
| 10th-Regular | U.P Board ,Allahabad | J.S.I.C Narayanpur Kothi-Kushinagar (U.P.) | 2004 | 57.83 |

**Achievements: -** 1**- CCC** Certified from National Institute of Electronics & Information Technology Delhi.

2-Got Best IT Support engineer certificate from our client DELL India Private Limited**.**

3- Two weeks summer training from BSNL in Telecom and Networking.

4- Dell Certified Server and System Engineer.

**Personal Information**

Date of Birth 21-01-1990

Civil status Married

Pan Card Yes

Current Location (Delhi)

**(Sandeep Kumar)**