##### **PARMOD KUMAR C:\Users\upk\Documents\parmod.jpg**

Gurgaon,Haryana- INDIA

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**Sr.Server Support Engineer**

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**PROFILE AND STRENGTHS**

**Solution-Oriented, highly analytical, and resourceful candidate with 7 years extensive experience in IT Support. Experienced in providing user account administration and network support. Proficient in developing hardware, Software, Servers, Network Components to ensure optimum system performance. History of providing expert Technical guidance and support to clients and team members.**

* Passion and exceptional aptitude for working with computers. Skilled in troubleshooting and identifying procedures needed to maintain a reliable and efficient Technical Support to keep the organization running smoothly and profitably.
* Developed reputation for commitment to continuous improvement in areas of Technical Support.
* An excellent problem-solver, able to quickly grasp complex systems and identify opportunities for improvements and resolution of critical issues.

**MY FORTE INCLUDES**

* Team Player with reputation for providing excellent users service and able to maintain a flexible work schedule.
* Attend the problems and complete the task within the deadlines.

**CORE COMPETENCIES**

**Skilled in Amazon Web Services (**IAM,AWS Object Storage and CDN - S3, Glacier and Cloud Front,EC2,Route53,Databases on AWS,VPC,Word Press),**Server Family (**Win 2008 & 2012 Server,Red Hat**), System Administration (**Managing DHCP Server, DNS Configurations, Managing Active Directory, VMware server), **E-Mail Administration** (Lotus Domino Admin & MS-Outlook),**Backup Utility** (Scheduling & Managing Backup), **Virtualization** (Installation, delete, Migration of virtual machines) .



**Saburi TLC World Wide Services Pvt. Ltd. – Gurgaon**

**Sr.Server Support Engineer (Nov2016-Till date)**

**(INSPUR Project - China’s no.1 server manufacturing company)**

* Working on INSPUR project, which is China`s No.1 and World`s 3rd largest Server manufacturing company, deals in Blade & Rack mounted, Tower, High Performance Servers and Storage Servers.
* Leading team of Server specialists with the strength of 11 members.
* Providing L2 support and solutions to the international clients (of INSPUR group) over the globe on Mirroring on Ram, RAID Configuration,OS Installation,All kind of server hardware issues like-Hard drive failure cases,RAM Failure cases,BMC Issues. Monitoring event logs, Managing Disk Quotas, etc. on Phone, Email and taking remote sessions using Log MeIn tool
* Server H/W Troubleshooting like -HDD failure ,Memory issues,RAID issues,BMC issues.
* Providing the solutions on RAID 0, 1, 5, 6, Hybrid RAID like 10, 50 and 60 with the raid card adapter (Adaptec, LSI and Intel mega raid adapter) on SATA and SAS hard drives for Windows and Linux platforms on BLADE, RACK MOUNTED, TOWER and HIGH PERFORMANCE SERVERS.
* Creating HBA, JBOD, HOT SPARE, BMC/IPMI, EXPANDER CARD, RAM MIRRORING / STRIPPING and RAS CONFIGURATION.
* Providing Microsoft`s Windows server & LINUX solutions on the corporate domain environment.
* Configuration and monitoring of servers through BMC and IPMI monitoring tool .
* Server Log’s (System Event Logs/Black Box Logs) analysis is the major task to identify the issues of the H/W components as well as logical issues.

**Saver Glass LLC – French MNC (United Arab Emirates)**

**IT Officer (Oct 2012-June 2015)**

**(Green Tower Project Saver Glass)**

* Managing and consolidating the servers like VMware & Backup Server (with Backup Exec2010d), Virtual Servers like- File server, Print server, Web Security, IP Telephony.
* Managing Active Directory, DHCP.
* Monitoring and maintaining the Data centre Environment.
* Knowledge to install the virtual machines on a single hardware.
* Creating, deleting and deploying the virtual machines & also managing the shared virtual disks.
* Managing the Multiple OS running simultaneously.
* Handling WEBSENSE Console to restrict the internet access for users. Using filtration, different policies to provide the limited access of internet. And managing weekly and monthly reports to see usage of internet.
* Handling SCOPSERVE to manage the IP Telephony system to create extensions, Tracing all calls records, making reports online.
* Installed and managing Lotus DOMINO Admin8.5 to manage all activities like Create user id, Distribution list, Troubleshooting for clients.
* Managing blackberry server console for blackberry mail services, to create new user and provide or delete access and register license.
* Installed and Managing Citrix Console Citrix XenApp.
* Using the crystal reports to see the HRMS data.
* Working on SQL server to configure and manage the HRMS applications.
* Managing NUMARA package for install the online and remotely all software packages to client machines.
* Installation and Troubleshooting with ITIUMS.
* In this project looking all type of installation of switches & Cisco access points. Dealing with all vendors, inventory management to manage all new IT Equipments, Installation of workstation, WYSE terminals for production lines.
* Providing the support for end to end users like Installation and troubleshooting of Desktops, Laptops and printers.

**GlaxoSmithKline Consumer HealthCare Ltd. (On the rolls of CMS Info System Pvt. Ltd.)**

**System Engineer (March 2010 to Oct 2012)**

* Taking care of IT Infrastructure & facing IT Audits at Regular intervals for ensuring compliance at site.
* Handling Server Family: Windows 2000 & 2003(Print Server, File server, SMS Server)
* Handling DHCP, DNS, Active Directory for Provide the Access to users or Add & Delete Users with full access for unlock & Reset user’s id.
* Handling Backup Server for taking Daily or Weekly Backup & Client Restoration the backup.
* Handling & Managing the Symantec Anti Virus Server & Client or sent the updated reports to users for Daily or weekly reports Antivirus Updation.
* Network (LAN) & Telecommunication Troubleshooting.
* Providing support on Sametime, Net meeting, OCS & Remote Assistance.
* Managing the network with 10 switches & Router.
* Managing the Video Conference Devices with Cameras
* Installation & configuration the IBM Client Access (AS400, JDE) for make the Purchase Order/Inventory or Print the Bills for Finance/Purchase/Store Dept.
* Installation or troubleshooting of Microsoft outlook & Lotus Notes.
* Installation, Managing Microsoft Windows bases Client Operating Systems: Win XP.
* Installation or troubleshooting of DeskJet, Office jet, Dot-matrix, LaserJet, Line Printer & Plotters.
* Trouble shooting of Desktops & Laptop’s.
* On this Site I am handling the 135 desktops & 30 Laptops 28 printers, 3 Plotters, 10 Switches, Router, 3 Video Conference Devices.

**CMS Computers Ltd. (Jan 2009 to Feb 2010)**

**Associate Technical Support Engineer**

* Installation, Managing Microsoft Windows bases Client Operating Systems: Win XP,

Windows Server Family: Windows 2003 & 2008 Server.

* Managed Additional Domain Controller, Print Server, File Server, Data Backup & Restoration, McAfee Installing, Updating & troubleshooting from client side
* Installation, Configuration and troubleshooting of various software like: Docue Capture, RTS Client, Life Asia etc.
* Configuration & Troubleshooting of Mail Clients: Lotus Notes & MS-Outlook.
* MFD Printer (HP/CANON) installation and troubleshooting.



**Projects and Specialization:**

Worked as a Project Leader in the Big French MNC manufacturing site IT with Server and Network support **(**with 8servers,80users & Wi Fi network support for Accommodation**)** and reporting to our IT Director in France. I have been experience to manage the green tower project where I manage the complete IT infra, as well as deal with vendors to deploy the complete IT Structure for new Site .

In my previous company I faced the File Server Crises time, but I worked with patient and successfully get back the Server Appropriate data. So for that Site director Appreciated me.

Worked with team on Google mail project to migrate the all Lotus mails to Google mail.

**GRADUATION CREDENTIALS**

**Completed AMIE -B.Tech in Computers Engineering**

(Association Members of India Engineers, Kolkata)

**Completed 3 Years Diploma in Computers Engineering (2007) (Equivalent to Graduation)**

State Board of Tech. Edu. Haryana

**TECHNICAL CREDENTIALS**

**AMAZON WEB SERVICES Solution Architect**

(IAM,AWS Object Storage and CDN - S3, Glacier and Cloud Front,EC2,Route53,Databases on AWS,VPC,Word Press)

**One Year Diploma with Institute Certifications in CCNSE (Cisco Certified Network System Engineer) (2009)**

**With Modules of (A+, N+, MCSA, CCNA, REDHAT)**

CMS INSTITUTES Ltd. Delhi South Ext.

**ACADEMIC CREDENTIALS**

**Class XII (2004)**

HSBC

**Class X (2002)**

HSBC



**PERSONAL PROFILE:**

**Name :** Parmod Kumar.

**Date of Birth :** 15-10-1987.

**Fathers Name :** Mr. Darshan Lal

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**Language Preference:** English, Hindi, and Punjabi.

**References:** Available on Request