

Rakesh Kumar

Position: **System & Network Administrator**

Experience: **7 Years**

Educational Qualifications: **Diploma in H/W & Networking and MCITP Certified**

Key Skills: **Manage Firewall,DNS,DHCP,NFS ,Quick Learner.**

Mobile: **+91-9915419006**

Current Location: **Ludhiana (Punjab), India**

Email: **Ricky.kakkar01@gmail.com**



Summary of Career

- Presenting **7 Years** diversified experience, within various legendary industries environments, including IT, BPO , Textile
- Mail Clients configuration backup & Troubleshooting (MS Outlook, Thunderbird, Windows Mail)
- Manage Sophos XG, Sonicwall Firewall, Fortinet, Cyberoam, Nebero.
- Install, Configure, update and troubleshoot Linux and Windows OS like Centos, Ubuntu, Windows 7, 8, and windows 10
- Knowledge of Linux and windows Domain Server and network communications equipment, protocols, security and network management practices
- Manage Domain environment upto 300 clients.
- Linux based network monitoring server (**Nagios**) Install and configure for monitoring network infrastructure.
- Install and configure inventory management server.
- Manage Antivirus server portal, applies patches and security policies to client's pc
- Install and configure WSUS server for patching client's operating systems.
- Sound knowledge of VMware and Oracle VMbox installing and configuring.
- Group policy administration and management and applies security policies to client's pc
- Performed general preventative maintenance tasks on computers, laptops, printers.
- Active Directory management with add or remove users, printers and share folders for users.
- Investigated, resolved and documented technical issues affecting the WAN/LAN networks.
- Created and implemented backup and restores policies and procedures.

Major Roles in Various Organizations

- System & Network Administrator in **Jawandsons Pvt Ltd.** Ludhiana (PB) - Mar 2020 to Till Date
- Desktop Support Engineer in **Centex International Pvt Ltd.** Ludhiana (PB) - Sep 2016 to Mar 2020
- Desktop Support Engineer in **OPK E Services Pvt, Ltd.** Ludhiana, (PB) - July 2015 to Aug 2016
- IT Executive in **Dot Com IT Solution** , Samrala (Punjab), India - Sep 2011 to Aug 2014

Educational Qualifications

- MCITP Certified (MC ID 9374465)
- Diploma in Computer Hardware and Networking in AMP IT SOLUTIONS. Chandigarh - 2010

Employment Records

Name of the Company : Centex International Pvt Ltd |
India Job position : Desktop Support Engineer
Year : Sep 2016 – Mar 2020

The Centex International is a major producer of Scarf and Fabric in Ludhiana area of the Punjab State. India.

As a Desktop Support Engineer my duties are to provide support to users facing any technical problem in Desktop, Laptop, Printers and other peripherals. Configure and Manage Network Switches and printers. Troubleshoot Network problems.

Name of the Company : OPK E Services Pvt
Ltd. Job position : Desktop Support
Engineer
Year : July 2015 - Aug 2016.

OPK E Services is an International BPO. It offers 24/7 round the year Inbound Customer Service. It is an authorized Dish TV (USA) retailer and partners

As a Desktop Support Engineer my duties were mail clients configuration backup & Troubleshooting (MS Outlook, Mozilla Thunderbird), local and network printer configuration, troubleshooting, Issue H/W, S/W and accessories to users and manage shared folder and devices through permission

Name of the Company : Dot Com IT
Solutions Job position : IT Executive
Year : Sep 2011 to Aug 2014.

Dot Com IT Solution is software & hardware company. It provides software and hardware support to many private educational Institutions.

As an IT Executive my main duties were to troubleshoot hardware and software issues. Deal with vender side issues and their solutions. Keep maintain of stock inventory of hardware

Personal Details

- **Date of Birth** : 12 March, 1990
- **Gender** : Male
- **Religion** : Hindu
- **Nationality** : Indian
- **Marital Status** : Married
- **Language Known:** English, Hindi, Punjabi