LOREM IMPSUM

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Seeking middle level assignments in System Administration, Networking Operations and Technical Support with an organisation of repute

CAREER OVERVIEW

⇔ Technically Sophisticated Professional with **over 3 years** experience in **Remote Infrastructure Management Support -** Systems Administration, Networking, Technical Support/Troubleshooting & Client Servicing.

⇔ Presently associated with **HCL Comnet Ltd. as Specialist- GAM.**

⇔ Adept in analyzing information system needs, evaluating end-user requirements, custom designing solutions, troubleshooting for complex information systems management.

⇔ A technocrat with exposure in managing projects on installation, maintenance, IT infrastructure development and technical support.

⇔ Acting as an escalation gate to resolve critical issues of the team members. Skills in conducting various training sessions for enhancing the performance and quality of service.

⇔ Ensuring a high-quality customer experience, elevating customer satisfaction, while adhering to the SLAs and work processes; *merit* of **achieving 100% SLA** for team with nil escalation from client as well as *achieving awards or recognition of rendering excellent services.*

⇔ Proficient in setting up & managing wide area / local area networks & networking devices administration.

⇔ Team-based management style and excellent interpersonal and communication skills.

SKILL SET

Technical:
Programming Languages   :   C & C++
Software Packages   :   AutoCAD 2000 & MS Office

Functional:
Project Management
⇔ Ensuring application of & compliance with the company's policies in administration of IT Infrastructure / Facilities after review of new hardware and accessories.
⇔ Providing a common terminology leading to better communication and understanding of what needs to be done, narrowing the gap between management and IT personnel that is based on international standards.
⇔ Assessing IT requirements of the organisation in terms of software, hardware and other peripherals / products, and handle procurement of the same.
⇔ Attending day-to-day hardware breakdowns; manage preventive maintenance of the computers, by ensuring that hardware equipment function smoothly as well as control movement of computer equipment.
⇔ Meeting deadlines and Turn Around Time without compromising quality norms and adhering to SLA.

Networking Operations
⇔ Handling the network infrastructure LAN/WAN, migration & configuration of network client workstations.
⇔ Assisting in the design & implementation of the network and troubleshooting.
⇔ Troubleshooting of LAN connectivity issues, software and hardware; tracking problem, remediation scheduling and coordination.
⇔ Organising networked systems, network file sharing services (FTP & HTTP), securing networks, remote desktop administration (Telnet, VNC & Rdesktop), etc.
⇔ Setting-up servers (DNS, DHCP, IIS, HTTP, Telnet, VNC, Proxy & MS-Exchange), Electronic Mail Services, The

System Administration
⇔ Designing backup strategy, ensuring scheduled / unscheduled backups as per the backup plan.
⇔ Responsible for user management/ server maintainers/ web server/ mail server, etc.
⇔ Installing and configuring Server Operating Systems, Application Software, Anti-Viruses & Hardware, etc.
⇔ Managing disk space, user profile creation and user rights management.
⇔ Managing the overall administration of LAN & WAN system involving design of network layouts, configuration and maintenance of web / servers, databases, network services and peripherals including routers/switches.
⇔ Assessing organisational requirements for security & implementing security software systems against various attacks; executing backup strategy, ensuring scheduled / unscheduled backups.
⇔ Overseeing backup and restore of System State Data (SSD), mails, data, etc.
⇔ Responsible for rendering following services & tasks:
    ▪ HTTP Service, Authentication Services, Securing Services, etc.
    ▪ Users & Groups Permissions, Quota and Administrative Tasks
    ▪ Remote Desktop Administration (Telnet, RDP)
    ▪ Security Concerns and Policy, Securing Data
    ▪ Atlas Remedy Uses and Administration

Technical Support/Troubleshooting
⇔ Installing & configuring network printer and other software / hardware devices.
⇔ Assigning user nodes to various devices installed and networked

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TIMELY ! PROFESSIONAL ! VALUABLE !