

# GOKUL RAJ

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NO 83 PERIYAR NAGAR, UTHANGARAI, KRISHNAGIRI (DT), PIN-635207 INDIA

## CAREER OBJECTIVE

I look forward to work in a creative and challenging environment, constantly learn and successfully deliver solutions to problems and add value to the organization as a whole.

## EXPERIENCE

Organization	Designation	Duration	Client
SYSNET GLOBAL TECHNOLOGIES PVT LTD	Technical Support Eng.	04/2020 - Present	COGNIZANT TECHNOLOGY SOLUTION
NEWWAVE COMPUTING PVT LTD	Technical Support Eng.	09/2018 - 03/2020	COGNIZANT TECHNOLOGY SOLUTION
IT CARE	Desktop Eng.	07/2017 - 03/2018	(All in one) Field Support
ACT FIBERNET PVT.LTD	Network Eng	02/2016 - 01/2017	ACT – Field Support

## EDUCATION

Organization	Course	Duration
AKSHEYAA COLLEGE OF ENGINEERING	B.E (E.C.E)	2011 – 2015
KONGU MATRIC HIGH SEC SCHOOL	H.S.C	2010 – 2011
GOVERNMENT BOYS HIGHER SECONDARY SCHOOL	S.S.L.C	2008 – 2009

## TECHNICAL SKILLS

### LINUX

- Creating, editing, viewing files and directory using cat and vim editor
- Creating files and directory User and group management.

### SERVER:

- Configuring Client machine with the Domain.
- Changing Membership from Workgroup to Domain.
- Creating a New User, Group, Organization Unit in Domain.
- Applying Group Policy, Logon and Logoff Script.
- Applying through Group Policy.
- Basic knowledge about SCCM.
- Active Directory Service & Domain concepts in Windows 2008 & 2012

## ROLES & RESPONSIBILITIES

- Working for remedy tool for tracking all the problems related to laptop and desktop and resolving the same with the SLA period.
- Working as Desktop Administrator (System Engineer) & GNS operations who support under NSSEUCS Project.
- Experience in leading 30 members team and updating everyday's closure to managers in Daily operations remote call
- Updating tickets and follow up with users for incident tickets.
- Documentation and assignment of high severity tickets.
- Trouble shoot all kind of hardware and software related issue.
- Full range of it support, implementation and security Treating and updating the group policy in AD.
- VPN (any connect, mobility client) installation and basic troubleshooting VM Ware (view client Horizon view) installation and basic troubleshooting Maintain assets of over all hardware and software support.
- providing file share access for project requests.
- Data securing Through Bit locker, Dip endpoint agents Creating, deleting users, resetting password unlocking account Adding Allocated Desktop/Laptop to user logon in AD.
- Processes administration and management like monitoring, start/stop/kill various processes Assembling, disassembling pc, laptop changing spare parts.
- Installing and managing windows patches and installing software's via SCCM
- Collecting ping and Tracert report to vertical team Switching, patching and routing.
- Controlling incoming and outgoing networks using firewall VPN configurations.
- TCP/IP, DNS, DHCP, Securing VLANs, switch access,
- IPV4 and IPV6 configuration Adding controlling modifying network by using IPV4 and IPV6 addresses, working on troubleshooting of complex LAN/WAN infrastructure.
- Taking care of VLAN changes, VNET configurations from port End to workstation.
- Experience in Team management, Overlook weekly and Monthly reports create by FMS.
- Using Active Directory console for moving Objects between.
- Drive expansion and Harvest the Unauthorized software's in client machines.
- Installing and managing the MS security patches in client machines.

- Granting File permissions on project related folders.
- Working as a L1 Support for infrastructure.
- Providing the Technical Support for Remote Customers & Remote Support.
- Provided support for around 8000 desktops with user satisfaction on by keeping the SLA.
- Using Active Directory console for moving Objects between Organizational units and Maintaining user account managements.
- Maintaining Backup Recovery & Restoration.
- Checking Asset Compliance and Manually Remediate the Non-Compliant Assets,
- Experience in handling Next think, Having L1 Access which involves Running background check and creates score for the asset by their hardware and software performance

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### **DECLARATION**

I solemnly declare that all the above-furnished information is free from error to the best of my knowledge and belief.

Place:

Yours Sincerely

Date: