



Resume

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Msc-IT, BCA, CCNA-R/S Certified

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Objective:

Aiming the long-term opportunity to deliver my expertise in the area of Cyber Security, System Administration & Network Administration Field in professionally managed reputed organization.

Key Technical Expertise & Skills:

- Cyberroam 50ing Firewall, PF Sense, Dell Sonic wall NSA 2600,3600, TZ600, Seqrite T2m-250, NGE-600, T2s-60,30
- Operating Systems: Windows Server (2008/2003/2016), XP & Linux, Mac OS.
- Installing, Configuring and Troubleshooting of Networking Equipment Routers and Switches.
- Well versed with Implementing, Microsoft Windows Server 2012, Active Directory, Group Policy, VPN, DFS, DNS, DHCP, IIS, IP-Addressing.
- NTFS security, disk quota management, DHCP Server, DNS Server, Proxy Server on Windows, VMWARE Workstation, Virtual Box, Ubuntu, Open vpn.
- Updating servers with latest service packs and hot fixes.
- Solving technical issues of resolution, Provision of Internet Access and Management.
- Basic Knowledge of BGP, MPLS, Cisco ASA.

Educational Qualification

- **Master of Science in IT (M.Sc IT) from Sikkim Manipal University Nov-2015-1st Class.**
- **Bachelor of Computer Applications (BCA) from Gujarat University. -2013**
- **CCNA R/S -2016 – Score: 961/1000**
Validation ID:1799831988, Cisco ID: CSC012858876
- CCNP R/S, CCNA and CCNP Security and CCIE Security Training Completed from Net Protocol Expert - Cisco Authorized Learning Partner
- **Completed Training on AWS Cloud Solution - Associate Level from Cognixia**

Summary of 8.5 years of Professional Exposure:

Details of Organization	Tenure	Designation	Major Responsibilities
GajShield Infotech Pvt Ltd	Dec 2021 To Feb 2022	Pre-Sales Engineer – Gujarat Region	Developing solutions and organizing, planning, creating & delivering compelling proof of concept demonstrations Ensuring solutions stated in the Statement of Work are best practice and in line with client requirements Managing the sales bid process by responding to RFI's & RFP's Working closely with Sales to ensure successful closure of the sales process

			Liaising with Product Managers to provide feedback from clients about product requirements Keeping abreast of market trends and product & competitor landscapes
Seqrite (Quick Heal Technologies Ltd)	March 2020 To Nov 2021	Branch Support Engineer	Product Support, Troubleshooting, POC of Seqrite Endpoint Security, UTM, UEM, Server Edition AV.
Shalby Ltd	Nov 2018 To March 2020	Sr. Executive – Systems	System and Network Administration at Group Level, Monitoring and Maintaining Windows Servers, Troubleshooting Hardware and OS issues in VMware, Monitoring Tickets of 20 L1 Engineers, Ensuring 100% Uptime of IT Infrastructure.
ZEBPAY	05/2017 To 07/2018	Network Engineer.	Local Network and Network Security Support, manage firewall by establishing and enforcing policies; defining and monitoring access, work closely with colleagues to meet team goals and improve processes and practices, performs network and security hardware and software maintenance, Create and maintain detailed network documentation and procedures.
HEALTH TECH INDIA	01/2017 To 05/2017	Network Engineer	System Administration, Firewall Monitoring with Log Management, Enforcing Policies, Bandwidth Management.
HYPER THINK SYSTEMS- DOHA Qatar	10 To 11/2016	IT Consultant (Virginia University-US)	Project of Mac Imaging via Smart Deploy Software to create Images Creating Boot Camp images & win-clone in windows.
COMPUTER CARE	12/2014 To 05/2016	IT Executive	To solve routine IT, Network, software & hardware related issues, Asset Management, Vendor Management & Chip Level Diagnostics for Ahmedabad Municipal Corporation.
ADECCO-(GSPC-Surendranagar)	08/2014 To 11/2014	IT Executive	To solve Network, Printer, CCTV, Asset, Vendor Management, System Support of 4 locations.
L J College of Computer Application	06/2013 To 07/2014	Lab In charge (System Admin)	Handled around 250 Desktops, windows server 2008, network, website management, routine printer, network, Hardware and software troubleshooting. Asset Management, outlook mail setup and backup, active directory, user management.

Detailed Job Profile

1) Pre-Sales Engineer Gujarat Region– GajShield Infotech Pvt Ltd – Dec 2021 to 22/02/2022

- Developing solutions and organizing, planning, creating & delivering compelling proof of concept demonstrations
- Ensuring solutions stated in the Statement of Work are best practice and in line with client requirements

- Managing the sales bid process by responding to RFI's & RFP's
- Working closely with Sales to ensure successful closure of the sales process
- Liaising with Product Managers to provide feedback from clients about product requirements
- Keeping abreast of market trends and product & competitor landscapes

2) Enterprise Branch Support Engineer – Seqrite (Quick Heal Technologies Ltd)– March 2020 to Nov 2021

- L2 and L3 Support onsite and Remote
- Handling Critical and Escalated cases
- Troubleshooting Windows OS by going in Extra Mile
- Promoted to L2 Branch Support Engineer within 10 months of Tenure
- Supporting customers on Large and complex Environment, Virus Analysis, Root cause, Ransomware Analysis, Disinfection of Network
- Handled Responsibilities of Pre-Sales Engineer and L3 Engineer for POC of UTM and Endpoint Security with DLP
- Weekly Once Worked as a Bin manager for assigning cases to Team Members of West Region
- Creating Defects in JIRA
- Troubleshooting, Installation and POC of Multiple Products – UEM (Seqrite Endpoint Security Cloud), UTM, Endpoint Security on Premise, Quick Heal Server Edition

3) Senior Executive – Systems – Shalby Ltd – November 2018 to March 2020

- Managing 9 Locations with Windows Server 2008.
- Managing 9 Firewall at Group Level
- Monitoring and Managing Virtualized Servers on IBM Blade Server and Dell EMC Servers.
- Managing Symantec Endpoint Security
- Managing Brightmail
- Proactive Maintenance
- Managing Software Licenses from VLSC portal at Group Level
- System Support in Windows and Linux Mixed Environment
- Monitoring Tickets of 20 L1 Support Engineers and Ensuring to close ticket according to SLA
- Exchange 2007 Administration.
- Creating and arranging proper IT Support for Cisco Webex meetings.
- Asset Management
- Maintaining Servers by Scheduled Downtimes.
- Creating IT Documentation and procedures
- Work with Forests and Domains; Restructuring a Forest and Renaming Domains
- Maintains the Group Policy infrastructure based on the policies and guidelines provided
- Work with Group Policies
- Assist with implementing solutions for hardware and software. Implement common preventive maintenance practices for hardware and software
- Work with a highly secure environment using RSAT tools
- Assist in management and support of internal and external DNS systems. Assist in management and support of internal DHCP architecture and scoping

4) Network Engineer – Zeb IT Services Pvt. Ltd (Zebpay Cryptocurrency Exch.)– May 17/2017 to July 31/2018

I have joined company as Hardware Engineer & Promoted as Network Engineer

Troubleshooting Configuring Linux MAC and Windows Mixed Environment

- Management of Company's Software Licenses
- Managing Users in O365, Duo Security, Open vpn.
- Monitoring and Managing Firewall of Two Locations.
- Active Directory Management
- Migrated Windows, Linux, MAC Clients to Windows Active Directory on Cloud.
- Proactive Maintenance.
- System Support of Two Locations
- Managing Cisco SG300 Switches
- Vendor & Asset Management
- Implemented Sonicwall UTM in two locations

- Administering Windows Server with Active Directory
- Implemented Seqrite Endpoint Security with DLP and Enterprise Level Ruckus Wi-Fi Solution
- Managing deployments/rollouts
- Pro Active Maintenance
- Provide after-hours support for Infrastructure related emergencies as well occasional weekend maintenance
- Analyzing system logs and identifying potential issues with computer systems.
- Creating Documentation like Network Map, Servers and another IT Infra.
- Managed Microsoft Active Directory Windows 2016 Server
- Implemented procedures for architecture, designing, support, and maintenance of AD products and IT infrastructure projects
- Designed and deployed processes for service packs and security updates of Windows server instances

5) Network Engineer – HealthTech India Pvt. Ltd – January 1/2017 to May 4/2017

- Active Directory Management
- Proactive Maintenance
- System Administration
- Firewall Monitoring
- Bandwidth Management
- System Support of 100+ Desktops
- Asset Management.
- Resetting ShoreTel IP Phones
- Managing Cisco SG300 Switches
- Vendor Management
- Outlook Troubleshooting
- Managed Microsoft Active Directory Windows 2012 R2 Server

6) IT Consultant - Hyper Think System Qatar-Client (VCU Qatar)- 10/2016 To 11/2016

- System Support to Whole University
- Reimaging Windows & Mac Machines by Using Winclone and smart deploy Software
- Contract was of 3 Months but Project Completed in 2 Months.

7) IT-Executive- Computer Care - 12/2014 To 05/2016

- Desktop Level Troubleshooting of Multiple Municipality Offices
- Remote Support
- Server Troubleshooting
- Vendor Management
- Outlook Troubleshooting
- Chip level Troubleshooting

8) IT Executive– Adecco India Ltd–for Client (GSPC)- 08/2014 To 11/2014

- System Level Support to 4 Locations
- Remote Support
- Desktop and Printer Troubleshooting
- Vendor Management

9) Lab in charge – LJ College of Computer Application - 06/2013 To 07/2014

- System Support of 250 Computers
- Printer Troubleshooting
- Implemented Endpoint Security Solution
- Active Directory Management
- Wifi Trouble shooting
- Asset Management
- Data Backup
- Coordinated with external business units for server operations and needs reporting

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