**PRITESH KUMAR**

**Email: priteshraj09@gmail.com**

**Contact: +91-8709415529, 7079599898**

**Server Administrator**

**IT Service Operations & Infrastructure Support**

*Goal-oriented professional offering expertise in Planning, Coordinating, Implementing and Evaluating the effectiveness of Systems and IT infrastructure*

* A technology-driven professional with 5.5 years of experience in IT Service Operations & Infrastructure Support.

**PROFILE SNAPSHOT**

* Experienced professional with planning and organizational skills that balance work, team support and ad-hoc responsibilities in a timely and professional manner.
* Currently working with CSM Technology Pvt. Ltd. as Server Administrator.
* Competent professional qualified with Bachelor of Engineering in Computer Science backed by Microsoft Certified Professional (MCP) and Azure Cloud Fundamental and more which are below.
* Functional Expertise in Network Technology, Server Management, Networking Hardware/Software, troubleshooting, client interfacing and customer service & support.
* Proficient in Installation, Configuration, Provisioning, Management and Troubleshooting of Physical Servers and Virtual Machine with exposure across Windows 2012, Windows 2016, Windows 2019,Sql Server and requaid Database server by using SCVMM Window Admin Centre.
* Technically astute with the ability to independently & successfully spread head assigned tasks with technical sophistication & finesse in addition to awareness of latest trends & technological advancements in the industry.

**TECHNICAL PURVIEW & SKILL SETS**

* **Server Virtualization** : Microsoft Hyper-V,VM ware, Azure
* **Server OS** : Windows Server2008-R2 , 2012-R2 , 2016 & 2019,SQL Server, Linux Server
* **Server Roles** : SCVMM, Hyper-V, AD,WSUS and Failover Cluster, IIS,SSL, Kubernetes,Ocp
* **Hardware** : Cisco UCS-B200-M4 & Cisco UCS-C220-M4
* **Backup Tool** : CA Arc Backup Manager
* **Ticketing Tool** : CA Service Desk Manager
* **Antivirus** : F Secure Policy Manager
* Ability to work collaboratively and begin to act in a team lead role with other Server and NOC Team members to support deadlines; ability to work independently as well.
* Ability to handle multiple tasks concurrently with competing deadlines.
* Strong understanding of documentation procedures for system, changes and desk level procedures.
* Aptitude for troubleshooting and resolving issues even in unfamiliar environments.
* Ability to follow documented daily procedures and policies; monitoring tools and response guidelines, escalation and notification processes; and Trouble/Ticket Management processes and guidelines.

**CORE COMPETENCIES**

**~SLA Management ~Operation Management ~Design**

**~Configuration/Change Management ~Server Management ~Cut-Sheet Analysis**

**~Customer Relationship Management ~Deployment ~Implementation**

**~Backup/Continuity Management ~Report, Document &Audit Management ~Application Deployment**

**CAREER CONTOUR**

**DESIGNATION: Server Administrator**

**COMPANY: CSM Technology Private Limited**

**PROJECT: Jharkhand State Mines Department, Ranchi Jharkhand**

**PERIOD: Since Aug 2021**

**Roles/Responsibilities**

* Managing and maintaining of Jharkhand mines department Virtual machines running in the Jharkhand state Datacenter.
* Monitoring Web Applications which are running in the Datacenter.
* Managing Hyper-V Environment using System Centre Virtual Machine Manager 2012 R2, 2016 & 2019.
* Responsible for all day-to-day management of the VMs including: installation, upgrades, troubleshooting, patching, backup and recovery.
* Performing Live Migration, Storage Migration, Importing and Exporting Virtual Machines.
* Experience in Installing, Configuring, Troubleshooting Microsoft Windows Environment, Windows Server Deployment, Windows Server 2012/2012R2 &2016 Versions.
* Maintaining clusters in failover cluster manager and maintaining the virtual machines high availability.
* Installing, Configuring, Troubleshooting and monitoring the core services such as Active Directory, DNS, Group policies, IIS, WSUS Server, and Microsoft Failover Cluster in the Odisha datacenter.
* Continuous and close monitoring of network devices, servers and database faults in respective zones.
* Responsible for network and server’s uptime, performance and other related services in respective zones.
* Syslog monitoring of network devices, servers, application and database.
* Making Standard Operation Process (SOP) Documentation.
* Joining hands for preparing MIS Report like Antivirus, Cloud Virtualization Report etc.
* Daily checklist to ensure 99.974% availability of all servers and applications by monitoring the logs of all hardware (servers, storage etc.).
* Attend in-person meetings with clients to analyze, troubleshoot and diagnose hardware problems
* Actively update, maintain and monitor all aspects of Network, Servers and Database.
* Install and configure OS on newly created virtual machine.
* Respond to customer inquiries and assist in troubleshooting and resolving challenges
* Hardware, networking, and software issues complete detailed reports listing requests to technical assistance, steps taken to resolve them, and the specific dates/individuals involved.
* Participates in maintaining licensing information for all corporate desktop applications and operating systems using established process
* To be proactive in the avoidance of repetitive incidents through publishing “how top’s” and “tips” to users on a regular basis and ensuring that the knowledge base in Service Now is kept up to date at all times
* Resolves guest complaints within scope of authority; otherwise refers the matter to management. Notifies supervisor and/or Security of all unusual events, circumstances, missing items, or alleged theft.

**DESIGNATION: Server Engineer**

**COMPANY: Prompt Personnel Private Limited**

**PROJECT: Jharkhand State Data Centre, Ranchi**

**PERIOD: Dec 2019 – Jully 2021**

**Roles/Responsibilities**

* Managing and maintaining of 71+ Physical Servers and 350+Virtual machines running in the Jharkhand state Datacenter.
* Monitoring Web Applications which are running in the Datacenter.
* Managing Hyper-V Environment using System Centre Virtual machine Manager 2012 R2, 2016 & 2019.
* Responsible for all day-to-day management of the VMs including: installation, upgrades, troubleshooting, patching, backup and recovery.
* Performing Live Migration, Storage Migration, Importing and Exporting Virtual Machines.
* Experience in Installing, Configuring, Troubleshooting Microsoft Windows Environment, Windows Server Deployment, Windows Server 2012/2012R2 &2016 Versions.
* Maintaining clusters in failover cluster manager and maintaining the virtual machines high availability.
* Installing, Configuring, Troubleshooting and monitoring the core services such as Active Directory, DNS, Group policies, WSUS Server, and Microsoft Failover Cluster.
* Continuous and close monitoring of network devices, servers and database faults in respective zones.
* Responsible for network and server’s uptime, performance and other related services in respective zones.
* Syslog monitoring of network devices, servers, application and database.
* Using Monitoring tool CA Service desk for handling tickets like Incident, Problem and Change.
* Preparing RCA for breakdown issues.

**DESIGNATION: System Administrator**

**COMPANY: Net Connect Private Limited**

**PROJECT: Jharkhand State Data Centre, Ranchi**

**PERIOD: Jun 2018 – November 2019**

**Roles/Responsibilities**

* Attend in-person meetings with clients to analyze, troubleshoot and diagnose hardware problems
* Actively update, maintain and monitor all aspects of Network, Servers and Database.
* Install and configure OS on newly created virtual machine.
* Respond to customer inquiries and assist in troubleshooting and resolving challenges
* Hardware, networking, and software issues complete detailed reports listing requests to technical assistance, steps taken to resolve them, and the specific dates/individuals involved.
* Assist management in creating training materials pertaining to server troubleshooting and usage
* Responding to technical support tickets.
* Installing new hardware, software and networking systems.
* Diagnosing and troubleshooting.
* Managing and maintaining of 55+ Physical Servers and 150+Virtual machines running in the Jharkhand state Datacenter.
* Monitoring Web Applications which are running in the Datacenter.
* Managing Hyper-V Environment using System Centre Virtual machine Manager 2012 R2, 2016 & 2019.
* Responsible for all day-to-day management of the VMs including: installation, upgrades, troubleshooting, patching, backup and recovery.
* Performing Live Migration, Storage Migration, Importing and Exporting Virtual Machines.

**DESIGNATION: Tech Support Engineer**

**COMPANY: Bhagwati Production Pvt ltd**

**PERIOD: Aug 2016 – May 2018**

**Roles/Responsibilities**

* Engineering process knowledge a plus.
* Document actions and resolutions within helpdesk ticket.
* Maintain effective communication with company leaders, resort leaders, resort cast members, technical support teams, vendors, manufacturers and service providers.
* Identifies, investigates and researches user questions and problems as well as recognizing, researching, isolating and resolving problems.
* Detail orientation, technical details, following established processes and assisting with the development of new or changes to support processes.
* Respond to incoming tickets using the helpdesk dashboard, email or phone. In many cases, phone support and verbal communication will be necessary.
* Provide ongoing support and communication to other staff members, promoting an empowered, multi-disciplinary team environment.
* Participates in maintaining licensing information for all corporate desktop applications and operating systems using established process
* To be proactive in the avoidance of repetitive incidents through publishing “how to’s” and “tips” to users on a regular basis and ensuring that the knowledge base in Service Now is kept up to date at all times
* Resolves guest complaints within scope of authority; otherwise refers the matter to management. Notifies supervisor and/or Security of all unusual events, circumstances, missing items, or alleged theft

**ACHIEVEMENTS AND AWARDS**

* Won Player of the Tournament for cricket championship At Jharkhand Mines Department.
* Make Tic Tac Toe game based on python.
* Selected best project of Cryptography (Encryption based on DES Algorithm).
* Won special prize for Sports Event at BIRT Bhopal.
* Won Player of the Tournament for Event Badminton championship At Jharkhand State Data Centre.

**PROFESSIONAL SCHOLASTIC**

* **Microsoft** Certified **Azure** Fundamentals( **AZ-900**) **Certification Id:H432-0904**
* **Microsoft** Certified Professional (**MCP 70-410**) **Certification Id:G938-3217**
* **ORACAL** OCI Foundations 2021 Associate [**1Z0-1085-21**] **Certification Id:OCI979329**
* **NSE** 1 Network Security Associate **Certification Id:5JBRNI1YJt**
* **NSE** 2 Network Security Associate **Certification Id:QFhn7kGjno**
* **Aviatrix** Certified Engineer (Multi-Cloud Networking Associate )  **Certification Id:** **2020-5303**
* F **Secure** Server Security **Certification Id: NA**
* **TAI InfoTech** in Association with Microsoft, Microsoft System Center 2016. **Certification Id: NA**
* **Arc serve** 201 Fundamentals Assessment. **Certification Id: NA**
* **Arc** **serve** Fundamentals 101 Assessment **Certification Id: NA**
* **Arc serve** UDP Message Arc hiving Accreditation **Certification Id: NA**
* **Arc serve** UDP Cloud Hybrid **Certification Id: NA**
* **Arc serve** UDP Appliance 8000 Series Accreditation **Certification Id: NA**
* **Arc serve** UDP Administration Accreditation **Certification Id: NA**
* **Arc serve** Cloud Direct Accreditation **Certification Id: NA**
* **Arc serve** Appliance 9000 Series Course Accreditation **Certification Id: NA**

**EDUCATIONAL SCHOLASTIC**

* Bachelor of Engineering in Computer Science from RGPV in 2016.
* Intermediate (PCM) from BSEB board in 2011.
* Matriculation from BSEB board in 2009.

**PERSONAL DOSSIER**

**Date of birth** **:** 10-08-1994

**Languages known :** English (Native or bilingual proficiency), Hindi (Full professional Proficiency)

**Field of Interest :** Cloud technology, Network Security and Cyber security.

**Strengths**  : Determined Learner, Good Communication skills, Enthusiastic worker

**DECLARATION**

I hereby certify that all the information provided here is correct to the best of my knowledge.

Date:

Place:  **(PRITESH KUMAR)**