

Nayan UmeshBhai Gajjar

System Administrator

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Enthusiastically work for an organization for its development and enhance skills and knowledge. To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.



Skills

- ◆ System installations
- ◆ System Troubleshooting
- ◆ Manage Various VC devices
- ◆ Inventory Management
- ◆ Strong Customer Service skills even in difficult situation
- ◆ CCTV Management
- ◆ Server Management
- ◆ Backup Management
- ◆ Firewall and Endpoint Security



Work History

◆ **Feb 2022 - Cloud Engineer**
Current

Capri Technosys, Ahmedabad, Gujarat

- Used metrics to monitor application and infrastructure performance.
- Worked with cloud architect to generate assessments and develop and implement actionable recommendations based on results and reviews.
- Monitored network hardware operations to evaluate proper configuration.
- Performed first-level incident response and service resolution for cloud systems.

◆ **System & Server Administrator**

**Jan 2018 -
Feb 2022**

CrystalVoxx Pvt Ltd & Eteam Inc

- User administration (setup and maintaining account).
- Maintaining systems And Servers.
- Manage Active Directory (AD Server), DHCP server, DNS Server, FTP Server, IIS Server.
- Email account administration, i.e.
- Account creation and management and distribution lists on Exchange 2013.
- Office 365 Administration.
- Sophos Firewall administration.(implementing Security policies).
- Email ID, SSL certificate, Cpanel manage on Godaddy.
- Use diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware/software.
- Established server and system Backup.(Using Veeam And Symantec backup Application).
- Managing Asset inventory Using Manage Engine Desktop Central.
- Works with vendor support contacts to resolve technical issues within Working environment.
- Managing VOIP Service Like Vonage and Unified.
- Managing Gitlab Ubuntu Server.
- Proposed technical feasibility solutions for new system designs and suggested options for performance improvement of technical components

**Dec 2017 -
Jan 2018**

Service Engineer

ivenus, Ahmedabad, Gujarat

- Answered product and service questions, suggesting other offerings to attract potential customers.
- Provided primary customer support to internal and external customers.
- Helped streamline repair processes and update procedures for support action consistency.
- Removed malware, ransomware and other threats from laptops and desktop systems.

**Dec 2016 -
Dec 2017**

Desktop Support Engineer

CMS IT Services Pvt Ltd, Torrent Power Project

- Focus on end user troubleshooting.
- Install and configure Categories in SAP 7.10, 7.30, 7.40.
- Manage IT Helpdesk Portal and SLA, Remote Support, VIP User support.
- Customer correspondence including documentation of user guides and other resources.
- Manage Print Server, Manage Stellar Data Recovery for mails and data.
- Mailing Applications Outlook PST/OST management.
- Mozilla Thunderbird Configuration and Archive management.
- Data Center Monitoring Application, Monitor VESDA, Water leakage Application.

- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed

Nov 2015 - Nov 2016 **Desktop/Network & Software Support**

Microlink Solution Pvt Ltd

- Focus on end user troubleshooting.
- Install and configure Categories in SAP 7.10, 7.30, 7.40.
- Manage IT Helpdesk Portal and SLA, Remote Support, VIP User support.
- Customer correspondence including documentation of user guides and other resources.

• Manage Print Server, Manage Stellar Data Recovery for mails and data.

• Mailing Applications Outlook PST/OST management.

• Mozilla Thunderbird Configuration and Archive management.

Data Center Monitoring Application, Monitor VESDA, Water leakage Application.

- Used coordination and planning skills to achieve results according to schedule
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity



Education

Jun 2009 - SSC

Mar 2010 New Meghdoot Vidhya Vihar - Ahmedabad

Jul 2012 - Course: Computer Networking

Jun 2013 Jetking Computer Hardware & Networking Institute - Ahmedabad

Jun 2018 - HSC

Mar 2019 New Meghdoot Vidhya Vihar - Ahmedabad

Nov 2021 - Course: AWS

Dec 2022 Devops TechLab - Ahmedabad

Dec 2021 - Diploma in Computer Application

Current BAOU - Ahmedabad



Certifications

Network Essentials (N+)

Microsoft Certified System Engineer (MCSE)

LINUX (Red hat Enterprises Linux)

Fortinet NSE1 & NSE2 Certified



Sophos MR-18 Certified Trainer

TCS Soft Skills Certified



Languages

English, Gujarati, Hindi



Software

Veeam Backup

Symantec Backup

VmWare

Linux

Windows Servers

AWS

Sophos Firewall

McAfee EPO