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Objective

To achieve a remarkable goal in IT Industry by putting my entire technical Knowledge, Experience and Hardworking attitude towards progressive output.

Summary of Experience:

Possessing Six years of vast experience in the field of IT and Telecom Industry where Planning, Implementation, Administration and troubleshooting are involved with multiple platforms of OS, Servers, Firewall etc.

Current work:

Current Company name		iPath Solutions
Designation		System Administrator
Duration		From May 2021 to Continue
Site		Satellite Ahmedabad

Job Profile / Knowledge:

- Managing UK clients, their AWS, Local and Azure servers and workstation via remotesupport.
- Managing AWS & Azure Instances and other services.
- Managing Fortinet Firewall
- Managing GoDaddy cPanel and Internal Sites with 100% uptime.
- Managing Windows Server 2019, IIS, Active Directory, DNS, File Server, Ubuntu Server.
- Managing Office365 Administration & Hands-on experience on migration IMAP to O365.
- Managing Zabbix monitoring server & Asset Inventory
- Managing Hyper-V VMs & VOIP
- Hands-on experience on Migrating Win server 2008R2 to Win Server 2019

Experience:

Company name		vTechFamily Solutions India Pvt Ltd.
Designation		System Administrator
Duration		From Dec 2019 To Jan 2021
Site		Turabit Solutions Pvt Ltd

Job Profile / Knowledge:

- Taking Care of 50+ Developer's System Ubuntu and windows workstation, Troubleshooting, Technical Support through ticketing portal
- Managing AWS Ubuntu EC2 Instances, RDS, ELB, VPC, IAM etc.
- Managing SonicWall Firewall, SSL VPN, Site to Site VPN, App control, CFS Policy.
- Managing Namecheap cPanel
- Managing Windows server 2012R2, Active directory, DNS, DHCP, File Server.
- Managing Office365 Administration, TFS Administration.

Experience:

Company name	Sulekha.com New Media Pvt. Ltd.
Designation	IT Executive
Duration	From September-2017 To Nov- 2019
Site	Sulekha.Com, Ashram Road, Ahmedabad

Job Profile / Knowledge:

- Taking Care of 110+ branch User's Ubuntu and windows workstation, Troubleshooting, Technical Support through ticketing portal
- Vendor Negotiation & management, CCTV, Biometric Management, Network troubleshooting
- Managing Windows server 2008 R2, Active directory, DNS and Group policy.
- Matrix IP Phone Configuration/Softphone/Dialer configuration
- Provide IT Asset to new joiners/Maintain track record of IT Assets
- Hardware Peripherals installation, upgradation & troubleshooting
- Remote support provides using VNC, TeamViewer, AmmyyAdmin, Any desk
- Ability to follow support process, handle conference room and training room issue.

Experience:

Company name	IBM Vodafone Gujarat Circle (2 Yrs.) <ul style="list-style-type: none">• Dynacons System and Solution Ltd (Jan-2017 to Sept 2017)• 3i InfoTech (Dec-2015 to Dec-2016)
Designation	Technical Support Engineer
Duration	From 18-Dec-2015 To 02-Sep-2017
Site	Vodafone House, SG Highway Ahmedabad

Job Profile:

- Working as IBM representative and Responsible for L1 & L2 IT Issues, Workstation compliance Checklist monthly basis
- Troubleshooting SSK (Self Service Kiosk) TDS (Token Display System) and TMS (Token Machine) related Issue of Vodafone Store of Gujarat Circle.
- Hands on BMC tool 7.1 & 7.6 for Incident management which is designed under ITIL-V3 guidelines and Vodafone-IBM SLA
- Manage IT Helpdesk Operation with eight engineers & Manage Asset Inventory
- Ensuring that requests for assistance are responded to in a timely manner
- Symantec Antivirus manually Updating and WMI updates
- Remote support for other location users, Escalating and coordinate with Central team for unresolved issue Asset management, Maintaining issue tracker
- Manage 1200+ users on single site and manage their issues
- Managing User & Computer accounts in AD, Rights & Permission, File & Printer Sharing,
- Co-ordinate the planning & implementation of upgrade & design the process of Activities.
- Troubleshooting of telecom industry related application and web-based URLs at client level.

Qualification:

- **BCA** first class from Saurashtra University Rajkot, April 2015.
- **Jetking Infotrain Limited** – Jetking Certified Network Engineer

Academic Achievement:

Name of Examination	College/School	Board/University	Batch	% Scored
BCA	SSSDIIT College, Junagadh	Saurashtra University	2012-2015	70 %
H.S.C	Zaverchand Meghani High school, Bagasara	G.S.H.S.E.B	2012	62.80%
S.S.C	S.R.Vasani High school, Lunghiya	G.S.E.B	2010	77.23%

Personal Information:

Date of Birth	:	1 st Aug 1994
Marital Status	:	Married
Nationality	:	Indian
Languages Known	:	English, Hindi, Gujarati (Speak/Write/Read)
Hobbies	:	Movie, Cricket, Travelling
Strengths	:	Quick Learner, Teamwork, Hard working