

Contact

Ahmedabad,
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Top Skills

Domain Name System (DNS)
Amazon Web Services (AWS)
IT Service Management

Languages

Gujarati (Native or Bilingual)
English (Professional Working)
Hindi (Full Professional)

Certifications

CCNA (Cisco Certified Network Associate)
CCNP (Implementing Cisco Ip Routing)
Studysection

Hiren Gopalka

Network Administrator US Healthcare 13+ years in Information Technology | AWS | Windows server | Linux server | System Admin | Network Admin | Technical Support Admin | Backup Management
Ahmedabad, Gujarat, India

Summary

More than 2. 5 years experience for US Client technical support (IMS Us-Health Care software)

I have more than 13+ Years experience in Desktop and Network Support

2 year (District Planning Office) (collector Office Rajkot)

3.5 Year (Wipro-Dev ITPL) (Gswan Engineer)(Collector Office Rajkot)

7 Year District Supply Office (Collector Office Rajkot)

Hardware, Network, Software, All Type IT Work

B.com with first Class CCNA+CCNP

Experience

iGlobal KPO Services LLP

Network Administrator

March 2020 - Present (2 years 6 months)

India

1 Creating new user credentials (Email, IKS Domain, IPS Ticket system, Openfire Spark Messenger, Other US RDP) /Disabled user credentials as per HR request

2 daily backup checks (database servers & Local server in house server, cloud server)

3 Space check and maintain (Vm ware servers, DB & Other servers)

3 Antivirus Update (All servers and local environment)

4 Multiple user request handling (like adding in Email group)(special permission from AD)

5 User-based calling extension creation and configuration (3cx)

6 hardware inventory management (pc, keyboard, mouse, headphones, Printer)

7 work from home access and setup as per TL and manager requests

- 8 Client support IMS issue (medical healthcare software) (Communication at est time)
- 9 Local users have issues with WPS, IMS, Spark, Foxit, data loss, and recovery.
- 10 windows update (local environment and US Location remote office)
- 11 windows 10 technical issues
- 12 Daily Ticketing management (Any technical issues) on time frame.

Capermint Technologies Private Limited

Network Administrator

July 2019 - February 2020 (8 months)

Ahmedabad Area, India

Maintain 60 plus pc,
10 plus laptop
Lan, wan network,
Aws Server configuration,
Aws Codecommit,
Aws IAM ROLE,
AWS EC2 INSTANCE CONFIGURATION,
Aws Route 53
UBUNTU,
MAC,
WINDOWS OS
INSTALL & MAINTAIN
HARDWARE RELATED ISSUE,
SOFTWARE RELATED ISSUE,
NETWORK RELATED ISSUE,
WEB HOSTING SITE POINT
DOMAIN POINT,
APACHE SERVER, PHP, PHPMYADMIN,
XAMP, WEBMIN, CONFIGURATION
LIVE WEB SITE RELATED ISSUE,
SPARK MASSAGER & OPEN FIRE SERVER
CONFIGURE
CYBEROAM FIREWALL MAINTAIN,
CREATE NEW USER
PROVIDE LIMITED INTERNET ACCESS ,
MONITORING TEAM LOGGER
MONITORING INTERNET USER ACCESS
IT RELATED ALL PROBLEM-SOLVING SKILL

THUNDERBIRD CONFIGURE,
MS OFFICE & WPS, OPEN OFFICE INSTALLATION,
VIDEO CONFERENCE ARRANGEMENT
ANDROID, IOS, GAME, DESIGNER RELATED SOFTWARE
CONFIGURATION
MAINTAIN HARDWARE, NETWORK, SOFTWARE ASSET,
Managing Enterprise Security setting on Windows and Ubuntu Based Platform,
Configuration of firewall, router and switch, SAN storage configuration and
management, AD management, Managing Network and Client Support, Server
health checking and server hardening, service provider management

Sanofi

System Administrator

July 2018 - June 2019 (1 year)

Ankleshwar

As a system Admin, I have to maintain
Sanofi India Ltd's 300 pc & 100 plus Laptop
multi printer, Hardware Network & Server
Under me 4 system Engineer
Day by day installation plan
hardware replacement & configuration
old assets selling to employees,
manage APP APPLICATION AND OS
LIKE WIN 10, 7, WINDOWS SERVER, CITRIX
ACTIVE DIRECTORY, MANAGE DOMAIN
GIVING USER WISE ACCESS
CONFIGURE OUTLOOK,
SAP Configure,
AND ALL IT RELATED WORK WITH
SANOFI CULTURE, PAY ROLL OF SILVER TOUCH.

District Supply Office Rajkot

System Engineer

December 2011 - June 2018 (6 years 7 months)

Rajkot Gujarat India

As A System Admin my responsibility Manage All PC Software, Bar code
Device, Thump Impresion Device,
PC's Hardware, Local Network, and all type IT soluiton..

Wipro Limited

Gswan Network Support Engineer

May 2008 - December 2011 (3 years 8 months)

Rajkot Area, India

Pay-roll :-DevITPL Ahemdabad

DESIGNATION :-Desktop Engineer L1 (Network Support Engineer)

Site :-GOG (Gujarat State Wide Area Network)

Location :-All Government Offices of Saurashtra Zone (7-dist & All talukas)

My role: :-As a Network support engineer (Maintain & Troubleshooting Network

Like a router (lease line), Switch, Ofc (Trans-receiver), Jfc(ADSL Modem), Cat-5,6 related Issue. Configure IP, DNS, WINS, Outlook, Antivirus, Proxy, Video Conferencing, all type of Issue related Gswan

(Gujarat State wide area network) in my area 7 dist and 100+ Talukas. (24*7 on support)

Duration :- 02/05/2008 to 30/11/2010

Site :- TATA-AIG LIFE INSURANCE & MAX NEW YORK LIFE INSURANCE

DESIGNATION :- Desktop Engineer L1 (Network/Desktop Support)

Location :- Saurashtra Zone (All Saurashtra's TATA-AIG LIFE INSURANCE & MAX NEW YORK LIFE INSURANCE Offices)

My role :- As a IT engineer my responsibility work on all desktop and network

related like configure & Troubleshooting Microsoft OS,

Microsoft Office, Application of Tata-Aig & Max New york, Bigfix, LAN, WAN, Antivirus, Maintain day-by-day IT Inventory in my area 7 district's Tata-aig & Max New york Offices IT work.

Duration :- 01/12/2010 to 31/12/2011(2/5/2008 to 31/12/2011(wp))

District Planing Office Rajkot

System Support Engineer

April 2007 - April 2008 (1 year 1 month)

Rajkot Collector Office

Office :- District Planning Office, Collector ate, Rajkot.

DESIGNATION :- Desktop Engineer (Network/desktop base)

Work :- Manage all pc's LAN, and troubleshooting

Duration :- 15/04/2007 to 30/04/2008

Poonam Cable Network Upleta

Desktop Support Engineer

April 2003 - April 2007 (4 years 1 month)

Upleta Area, India

Office :- Poonam Cable Network Service - Upleta
Designation :- Desktop Support Engineer
Work :- Mange Hardware & Network work.
Duration :- 01/04/2003 To 14/04/2007 (4 Year 14 days)

Ketan Parmar Tax Consultant Upleta
1 year 2 months

System Support Engineer
June 2001 - July 2002 (1 year 2 months)
Upleta Area, India

Computer data entry work & troubleshooting desktop
1. Office: :- Ketan Parmar Tax Consultant Co. - Upleta
Designation: :- Computer Operator
Work :- Computer data entry work & troubleshooting desktop
Issue.
Duration: :- 01/06/2001 To 31/07/2002 (13 Month)

Computer data entry work & troubleshooting desktop
June 2001 - July 2002 (1 year 2 months)
Upleta Area, India
Office: :- Ketan Parmar Tax Consultant Co. - Upleta
Designation: :- Computer Operator
Work :- Computer data entry work & troubleshooting desktop
Issue.
Duration: :- 01/06/2001 To 31/07/2002 (13 Month)

Education

Saurashtra University
B.com, B.com First Class · (2005 - 2008)

Cisco Networking Academy
CCNP · (2008 - 2011)