

# Curriculum Vitae

## **Rajesh Gondaliya**

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### **Objective :-**

Seeking a position to utilize and upgrade my skills and abilities in the IT industry that offers professional and financial growth while being resourceful, innovative and flexible.

### **Education Qualification :-**

<b>Examination</b>	<b>Board/University</b>	<b>Passing year</b>	<b>Result</b>
S.S.C.	GSEB	March-2009	53.38%
H.S.C.	GSEB	March-2011	59%
BCC	K.V.K. – Veraval	2012	Pass
CHNA	IANT - Rajkot	2012	B –Grade
RedHat System Admin. I	IANT - Rajkot	2012	Pass
Comp. Funda.,MSO	K.V.K. – Veraval	2013	Pass
MSDL	Microsoft	2013	Pass
BCA	IGNOU	Dropped	NA
B.Sc. IT	APJ Abdul Kalam Tech. University	Continue	NA

### **Abilities :-**

- Self-Directed
- Willingness to learn & try new things
- Quick Learner
- Ready to relocate anywhere

## Experience :-

Employer	Designation / Place	Duration	Period
Gopal Snacks Limited	System Administrator	2 Year, 2 Month	From October 2021, to December 2023
TechRover Solutions (OPC) Pvt. Ltd.	IT Support Executive	2 Year, 7 Month	From February 2019, to September 2021
IT Mantra Tecintellect Pvt. Ltd.	Site IT Engineer at INOX Multiplex	2 Year, 1 Month	From January 2017, to February 2019
Fineline System & Services	Computer Hardware & Network – Engineer	2 Year, 11 Month	From February 2014, to December 2016
Mindlogicx Infratech Ltd	System Support Engineer at Saurashtra University	6 Month	From December 2012, to June 2013

## Other Activities :-

- Part time :Working for Wipro on below projects
  - Windows Migration Project - Axis Bank
  - New Asset Installation - Axis Bank
    - Old asset verify & new placement
    - Data backup & transfer
    - PowerShell Script schedule
    - Disposal of Asset as per SOP
  - Asset Verification - Axis Bank & PNB Metlife
- Part time : Working for Dell – On site IT support
  - Products like, Laptop, Desktop, Server,
- Part time : Personal field service – On site IT support

## ***Detailed Experience + Current Job Duty Description:***

1. **Domain server** Administration
2. Creating and managing **Group Policies**
3. **Office 365** Administration
4. **Endpoint security** Administration
5. **Fortigate Firewall** Management
6. **Managable Switch** Management
7. **NAS** Administration
8. **WSUS** Administration
9. **IP Phone** configuration Management
10. Day to day monitor and manage **Backup jobs of Databases, Servers, User data & device** configurations, manual and scripted
11. Given **Remote & Voice IT support** to **USA based client**
12. Support to other **Team members** current site as well as remote site
13. Experience to breakout from **Ransomware**
14. Working in **Ticketing system**
15. Create & Manage Daily/Quarterly **SQL Server Database Backup** plans with windows server 2008 R2/2012 R2
16. Manage **Domain/RDP User Activity/Issue**
17. Managed local **EPABX, IPPBX system**
18. Management of antivirus & Operating system, keep track of license and ensuring that the antivirus & Operating system patches are regularly updated
19. **Respond to inquiries** from staff, administrators, service providers, site personnel, outside vendors etc. to provide technical assistance and support
20. Perform LAN/WAN troubleshooting and **Client & Server support**
21. Basic knowledge of Operating **Linux** (Got Training in Red Hat Enterprise, doesn't have administrative working experience)
22. Experience of **Attendance and door access control device with Biometrics, face detection and RF punching cards**
23. Experience to use of **AWS S3 Bucket** for cloud backups
24. Experience of **CCTV / IP camera, DVR/NVR**
25. Experience of **Projectors**
26. Basic knowledge of **VoIP**(Voice Over Internet Protocol)
27. Experience of **SAP software** (Client Setup/ Configuration)
28. Basic knowledge in **ERP softwares** of manufacturing company
29. Experience of **Audio-Visual Systems**
30. Experience of Services like **ACL, VPN**, etc
31. Theoretical knowledge of **NAT** Services
32. Configuration & Maintenance of **Servers, Switches (Managed), Firewall, Wireless Router, Modems, Desktop, Laptop, Thin- clients, touch-POS machines, DVR/NVR+Camera**
33. Installing, configuring and troubleshooting MS Windows OS, MS Other Software, standard applications and internal office applications
34. Troubleshoot and co-ordinate with the concerned team / vendors for timely resolutions on Third-party business-related Software / Server / Hardware related issues as per **escalation matrix**
35. Monitor Broadband & MPLS connectivity to IDC, HO, etc...

36. Monitor with **monitoring tools** and resolve servers and network related issues asap to **ensure minimal downtime**
37. Manage other adhoc IT work as assigned by the management
38. **Respond to telephone calls, official emails, instant messages, assigned work orders / incidents** to appropriate support teams and follow up until closure.
39. Respond to, and diagnose, problems through discussions with users, including problem recognition, logs, research, resolution, and follow-up steps
40. Provide investigation, diagnosis, resolution and recovery for server /software problems when other team members unable to resolve
41. Manage service requests of software installations, **new setups, upgrades, hardware implementation and deployment, etc.**
42. Manage all documents related to IT department (e.g. purchase orders, invoices, delivery challans, gate pass)
43. **Provide support**, including procedural **documentation and relevant reports**
44. Regular updation and maintenance of IT asset register and provide the same to the center head, functional head and Management
45. Maintain IT checklists on a regular basis
46. Asset inventory, tagging and tracking for all IT equipment
47. **Maintain overall ownership of user's issues & service** ensuring that they receive resolution within a reasonable time frame

#### **Declaration :-**

The Information given above is true to the best of my knowledge and belief.

***Rajeshbhai Gondaliya***