**VISHAL NARESH BHATT**

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**Career Summary**

- Computer Hardware and Networking engineer with 12 years of work experience.

- Well versed with Operating systems, Server NT,2003,2008,2012,Exchange-server 2005,2010,2012Cloudcomputing(AWS,VM-WARE,V-SPHERE),Ethical-hacking, Linux-(Red-Hat-5,6,7) Network Security.

**Objective**

To work with an organization, which can provide me constant learning, leading to intellectual growth, enhance my creative skills and to achieve top cadre by setting benchmarks both at organizational and personal front and making positive contributions towards the organization.

**WORK EXPERIENCE**

**KOMALTEXFAB PVT.LTD**

Location : Ahmedabad

Duration: November-18 Present

**System Administrator** (6/2012 to Present)

Promoted to leadership role accountable for maintaining key business applications ,server and systems. Partner with senior leadership to guide short- and long-range technology planning. Plan, coordinate, and execute hardware and software upgrades. Serve as vital resource for Help Desk staff, overseeing daily support operations and providing assistance on complex trouble tickets. Cultivate and maintain relationships with IT vendors

*Selected projects…*

* Successfully directed the on-time, on-budget completion of company-wide upgrade to Windows 10 with windows migration over win-xp & win-7 and Office 365 impacting more than 50 onsite staff and five remote employees.
* Initiated transformative IT policies designed to harden system security, including enhanced measures for password requirements and user access.

Spearheaded new procedures for Help Desk documentation, enabling the development of a comprehensive knowledge base of common issues and solutions to improve Help Desk efficiency.

**Technical Support Specialist** (10/2010 to 6/2012)

Provided technical support to end-users, leveraging broad-based expertise to handle problem identification, diagnosis, resolution, and escalation via helpdesk system, telephone, and remote support tools. Performed security administration functions for user, data, and remote access.

Performed troubleshooting, repair, and maintenance of computer systems, hardware, peripherals, and telephony. Analyzed system requirements to efficiently isolate and resolve a wide array of technical issues. Participated in large-scale upgrades and installations

*Selected projects…*

* Played an instrumental role in companywide migration from legacy customer relationship management (CRM) system to Salesforce.com by providing end-user training and support.
* Developed step-by-step training manuals for end-users to ensure a seamless transition following application upgrades.

.*Selected Accomplishments…*

* Quickly learned and master proprietary applications.
* Demonstrated outstanding customer services skills, consistently receiving high rating on client satisfaction surveys.

**IIHT Ltd.(Dave & Associate)**

Location: Ahmedabad

Position: Sr.Technical Head

Duration: Mar’17- Present

Job Responsibilities: Client Interaction, Requirement Gathering, Research and Analysis, Functional Solutions, Requirement Specifications, Staff training Delivery and content, Network and infra management(L-1&L-3),Technical up-gradation of staff on current market requirement,Technical Semaniors and workshop management for students,staff and for Business development Provide support to users with computer or other technical difficulties,Hire and train staff or help make hiring decisions,Supervise information technology (IT) staff,Consider project proposals and evaluate feasibility,Generate ideas for improving technical products,Planning and Implementation of Quality Management,System Develop courses and delivery as per standard Batch Tracking,Batch completions,Batch handling, to make containt delivered in same format

**JETKING INFOTRAIN Ltd.**

Location : Ahmedabad

Position: Sr.Technical Faculty/Head

Duration: Jan’14- April’17

Job Responsibilities : Technical and infra development management students and staff traning upgrading to staff and helping in there technical development handled placements,Maintain JOST Server,ERP,CALLIBER,SMARTGRAD server campaigning and seminars technical fairs.Implementation of Quality Management System Develop at branch and delivery as per standard Batch Tracking,Batch completions,Batch handling, to make containt delivered in same format

**JETKING INFOTRAIN Ltd.(AAROHI)**

Location : Vadodara.

Position : Sr.Technical Faculty

Duration: December-08 To December-13

Job Responsibilities: To Train students maintain systems and lab as per requirement

Hire and train staff or help make hiring decisions

Supervise information technology (IT) staff

Consider project proposals and evaluate feasibility

Generate ideas for improving technical products

Planning and Implementation of Quality Management System

**JETKING INFOTRAIN Ltd.(MIET)**

Location : Ahmedabad (Ashram-road Br,Maninagar Br,) Anand A.V.Road Br.

Position : Sr.Technical Faculty

Duration: June-07 To November-10

Job Responsibilities: To Train students maintain systems and lab as per requirement,to look after lab co-dictators and make there work arrange as per batch requirements, maintainnence troubleshooting etc.

**ECIT ECIL(Niche-Solution)**

Location : Ahmedabad.

Position : Sr.Technical Faculty/Course coordinator

Duration: June-06 To March-07

Job Responsibilities: To Train students maintain systems and lab as per requirement,to look after lab co-dictators and make there work arrange as per batch requirement.Develop courses and delivery as per standard Batch Tracking,Batch completions,Batch handling, to make containt delivered in same format

**IIHT Ltd.(Prakshal )**

Location : Ahmedabad.

Position :Faculty

Duration:March-2000 To Jan-2006 and March-2006 To Sep-2008

Job Responsibilities To Train Students and maintain track and reports to take regular batches handles students and parents meet-up to train them as per market standard.

**EDUCATIONAL AND PROFESSIONAL CREDENTIALS**

**B. Sc (Physics with electronics) 1999**

R.G. Science College Vasna,Ahmedabad Gujarat ,56.43%

**Class XII 1996**

HSC, Gujarat Board, 56.99%

**Class X 1194**

Vasant Higher Secondary School, Gujarat, 51.35%

**Additional Responsibilities Handled: -**

* Installing and configuring software and hardware.
* Installation & configuration of the network devices.
* Trouble shooting network connectivity.
* Implementing, Configuring, Monitoring & Troubleshooting Network Connections and user problems.
* Maintaining Security of Systems by implementing Antivirus Software and Other miscellaneous security tools.
* Control the Server and switches.
* Configure & Manage Domain as well as Workgroup environment within Windows Platform.
* Handling Attendance System for all Employees.
* Configuring Outlook Mail Account
* Controlling & Handling CCTV Systems, IP Camera.
* Assembling and Formatting.
* Site Survey for consolidated LAN Project.
* Troubleshooting various network problems like port enabling, crimping…. etc.
* Control the Server and switches.
* Up to date documentation and troubleshooting of systems.
* Repair and recover from hardware or software failures. Coordinate and communicate vendors if is in Warranty.
* Cloud Computing, Routers Configurations and Network Security Ethical Hacking.
* Provide support to users with computer or other technical difficulties
* Hire and train staff or help make hiring decisions
* Supervise information technology (IT) staff
* Consider project proposals and evaluate feasibility
* Generate ideas for improving technical products