# MCSA: Windows Server 2012**Prakash Patel -IT Manager (ITIL4 MCSA HCNA MECPA)**

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**Career Objective**

An IT Manager with more than 13 year of experience, Good with all-rounder supervisory and technical expertise. Very capable with a proven ability to ensure the smooth running of Windows systems and to provide IT services that will improve the efficiency and Performance of a company. Extensive practical knowledge of Servers, Storage Virtualization Switches, Network & Technical support. Looking for a new and challenging managerial position, one that will make best use of my existing skills & experiences also further my personal development.

**Expertise Skill on Tools & Technology:**

**Server & Client OS: -** Windows Server 2003, 2008, 2008 R2, 2012, 2012 R2 2016, XP, 7, 8 & 10.

**Network Devices:** - Routers, SAN/LAN Switches, Firewall, Mail Security appliance, WI-FI Router (Basic).

**Applications: -** Microsoft SharePoint 2013 (Basic), Exchange 2010 & 2013, SQL Server (Basic), Microsoft Office, Symantec Backup Exec, Symantec NetBackup Enterprise, & Endpoint Security, Kaspersky Server console, Trend Micro office scan console, Quick Heal, Spice-Work, SNMP, MIB Browser, WMI Tester.

**Storage: -** SAN Fiber & NAS Technology (Huawei, IBM, HP, EMC, DELL and Many other brands)

**Server: -** Rack Server, Tower Server, Blade Chassis (All top brands)

**Virtualization: -** VMware, Hyper-V

**Cloud computing:** - AWS Solution Architect Associate

**Telephonic:** - AVAYA IP PBX, Vonage, Softphone (X-lite) (Basic Configuration)

**Monitoring & Reporting Tool:** - ME OpManager, Application Manager.AD Manager Plus, AD Audit Plus, AD360, Exchange Reporter Plus, Desktop Central, SharePoint Plus.

**Work Experience**

1. **i-serve solutions pvt. ltd. (India). (Dec 2017 to Fab 2020) Designation: IT Manager** **Roles & Responsibilities**

* Managing infrastructure of two offices located on different geo-location.
* Managing team of 4 people with rotation shift timing.
* Communicating to remote locations and providing support to British clients.
* Responsible for Team Management, vendor management, Infra management, Inventory management.
* Identifying and acting on opportunities to improve and update software and systems
* Developing and implementing IT policy and best practice guides for the organization
* Domain Server Migration, windows server migration
* Designing training programs and workshops for staff
* Conducting regular system audits
* Running and sharing regular operation system reports with management.
* Overseeing and determining timeframes for major IT projects including system updates, upgrades, migrations and outages
* Managing and reporting on allocation of IT budget
* Identifying opportunities for team training and skills advancement

1. **Elitser Technologies LLC. (Dubai). (09/06/2016 to 30/11/2017)**

**Designation: Technical Consultant**

**Roles & Responsibilities**

* Project implementation of Monitoring Tools OpManager, AD Manager Plus, AD Audit Plus, Desktop Central, Exchange Reporter, AD Self Service Password Manager Pro.
* Client Visit & Remote Support for all above mention monitoring tools.
* Product training and consultancy as per the client environment.
* Project Documentation submission.
* Support and troubleshooting of related applications.

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1. **Microlink solutions Pvt. Ltd. (India) (1/04/2014 to 30/05/2016)**

**Designation: Sr. Engineer IT Services**

**Roles & Responsibilities:**

* Project implementation (Servers, Storage, Windows & VMware Technology)
* SharePoint Administrator
* Support on existing projects
* Research & development on different platform & application’s as per project requirement
* ****Providing telephonic and remote support to clients and Onsite engineers.

**AMG Business Solution Pvt. Ltd. (India) (20/08/2008 to 30/3/2014)**

**Designation: Information System Manager (UK, USA, India)**

**Roles & Responsibilities:**

Managing Data Servers, Active Directory Domain, AVAYA System.

Cisco Router Basic Configuration, VPN Tunnel, Access-List, Internet Connection.

Technical Remote Support for UK and USA offices.

Managing more than 200 computers with 4 Data server (rack servers.

Maintaining the inventory of the computer systems. (Server, Desktop Escalating the same to the AMC vendor if required and solve it as soon as possible

Manage VOIP minutes and PRI Line with Soft Phone Like eyebeam

Configure & Managing Avaya client with IP Phone 46010SW

Manage and Configure email servers like Google apps.

**Was Transfer to London office for duration of 2 months for onsite technical support**.

Handle the team of three IT person among of them one working at UK Office.

Manage the purchasing of software hardware and IT related equipment

**R.B. Institute of Management Studies. (India) (18/02/2008 to 30/07/2008)**

Designation: System Administrator

**Duration: Roles & Responsibilities:**

Design the whole network system. Wi-Fi campus

Maintaining the inventory of the computer systems. (Server, Desktop,). Solving software-hardware-network-virus related problems of the users as well as students of R.B. Institute of Management Studies

Escalating the same to the AMC vendor if required and solve it as soon as possible

**IIPM (Indian Institute of Planning and Management), Ahmedabad (India)(02/01/2007 to 16/02/2008)**

**Designation: Support System Administrator**

**Roles & Responsibilities:**

Maintaining the inventory of the computer systems. (Server, Desktop, Thin Client, Laptop)

Manage Active Directory structure in windows serer 2003

Solving software-hardware-network-virus related problems of the users as well as students of IIPM,

Monitoring the VPN connectivity with HCL to ensure the maximum utilization of the link.

Weekly & Monthly Backup of users Data & Outlook Mail Data.

**Key Projects & Achievements**

1. **Elitser Technologies LLC**

* Implemented Project for the Clients like TechMahindra, Protiviti Global, Kings School, Alforsan Resort, and DCC-Group.
* Provide monthly support visit to the client place for monitoring tool’s health activity, solve the problem related it, Guide to follow the best practices of using it.
* **Task done for the project implementations are**
* Installation and configuration of monitoring tools. (OpManager, AD Manager Plus, AD Audit Plus, Desktop Central, Exchange Reporter, AD Self Service. Password Manager Professional)
* Discover the Server & Network Devices through WMI, SNMP & CLI (telnet & SSH) into OpManager
* Configure Audit Policy through GPO, Domain Settings, File Server, Domain Controller, Storage File Sharing in AD Audit Plus
* Configure Mailbox Server & Client Access Server for Log collection into Exchange Plus Reporter
* Configure Domain Settings, User Creation Template, Group Creation Templates, OU Creation Templates, Password Policy Creation Templates, in AD Manager
* Create & Manager AD objects like User, Computer Group, OU through AD Manager
* Generate the different reports from All monitoring tools.
* Backup of monitoring tools & troubleshoot the problems.

1. **Microlink Solutions Pvt. Ltd.**

* Had implanted project for the Corporate Clients like China Steel Corporation of India, Swaminarayan Dham, BAO Steel of India, Lubi Pumps, Colgate and many more.
* **Task done for the project implementations are**
* Installation & Assembling of IBM Servers X3630 M4, X3650 M4, Dell Server R620, R630, HP servers, Huawei Server & many other brands
* Windows server migration from windows 2008 R2 to windows 2012 R2.
* Windows Server 2012, Active directory, DNS, DHCP, WSUS, WDS, IIS, File Server, ISCSI & Active Directory site & Objects Implementation.
* Installation and configuration of Symantec Backup exec & Symantec NetBackup & Endpoint Security.
* Installation and configuration of VMware ESXi 5.5, vCenter Creation of virtual Machine & Failover HA.
* IBM Blade Server Management, IMM Management.
* Installation configuration of SAN Storage of IBM, Dell Huawei HP & Many Other Brands
* TAPE Library configuration and UPS management Through VMware & Windows.
* **SharePoint 2013** 
  + Installation and configuration of SharePoint 2013 server.
  + Farm Configuration, Site & Subsites configuration & Application configuration
  + Configure Task, Calendar, Document Library, announcement etc.
  + Backup & Restoration SharePoint server.
  + Installation and configuration of OfficeWebApps Server, Project Server & Workflow
  + Install and configure Service Applications like Visio, Pdf, User-Profile, Search, and Email.
  + Manage and troubleshoot SharePoint related issues.

1. **AMG Business Solutions Pvt Ltd (work on project of tenants of AMG)**

* AMG Head Office London (Create Domain Structure, DHCP Server, WDS Server, WSUS Server and Cisco Router & Switch Basic Configurations)
* Aegis Pvt LTD: (Prepare & Manage 200 seats setup with computers, IP Phones, Network Software & Hardware support)
* Kotak Mahindra Insurance (Prepare & Manage 50 seats setup with computers, Network Software & Hardware support)
* Motif India (Prepare & Manage 110 seats setup with computers, IP Phones, Network Software (manageable switches configuration & Hardware support)
* SMPL Traders: (Prepare 40 seats setup with computers, Network Software & Hardware support
* Red Maple BPO Pvt. Ltd.: (Prepare 20 seats setup with computers (Domain structure, Cyberom Network Software & Hardware support)

1. **R.B Institute of Management.**

* Prepare Lab of 30 computer using of Smart station card, create and run domain structure.
* Create & manage Wi-Fi campus using Linksys router WRT54G

1. **IIPM (Indian Institute of Planning & Management)**

* Install OS (window XP) in 90 Nos. Laptop in single day.

**Education**

* B.com from Gujarat University with in the year of 2005.
* JCHNP (Jetking Computer Hardware & Network Professional)

**Technical Certificate:**

* ITIL 4 Foundation [CB]
* ManageEngine Certified Product Associate (OpManager)
* H13-611 HCNA-Storage (Basic Storage & Structure Networking)
* 070-412 Configuring windows server 2012 Services
* 070-411 Administrating windows server 2012
* 070-410 Install and configure windows server 2012

**Personal detail**

Date of Birth: 14th June 1985

Nationality: Indian

Gender: Male

Passport number: H9038009

Current Work Location: Ahmedabad India

Marital Status: Married

I hereby declare that the above-mentioned information is true to the best of my knowledge.