Darpan Shah

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Objective

Highly organized and result-oriented with extensive knowledge and experience in Technical Support and Customer Service. Over 3+ years of experience in providing Customer and IT support utilizing an array of technology and software programs. Developed communication, cooperation, and leadership skills from CSR and IT support career. Seeking to transition to System Administration position where my strong IT skills can be utilized towards the development of the company.

Education

MASTER OF SCIENCE IN INFORMATION TECHNOLOGY | APRIL 2017 | GUJARAT UNIVERSITY
The degree of MSc – IT in the year 2017 and adjudged to have passed with result Distinction. GPA – 7.28.

BACHELOR OF COMMERCE | APRIL 2015 | SHREE NARAYANA COLLEGE OF COMMERCE
The degree of B Com in the year 2015 and adjudged to have passed with result Second Class. GPA – 6.18.

AWS CERTIFIED SOLUTIONS ARCHITECT – ASSOCIATE | JANUARY 2020 | DEVOPS TECHLAB
The training degree of AWS Certified Solutions Architect - Associate course in the year 2020 and adjudged to have completion successful.

PERSONAL DETAILS

Date of birth – 2nd June 1994
Nationality – Indian
Marital status – Single

Experience

TECHNICAL SUPPORT EXECUTIVE | DEV INFORMATION TECHNOLOGY LTD | 16-12-2016 - 29-02-2020

Monitoring and maintaining the computer systems and networks within an organization in a technical support role. If there are any issues or changes required, such as forgotten passwords, viruses or email issues. Tasks can include installing and configuring computer systems, diagnosing hardware/software faults and solving technical problems, either over the phone or face to face. Analyzing call logs so you can spot common trends and underlying problems. Updating self-help documents so customers/employees can try to fix problems themselves.

ABILITIES AND KNOWLEDGE OF TECHNICAL (SYSTEMS)

- Proactively monitor systems health by physically inspecting environment and utilizing provided tools such as Server Monitoring with Nagios, SolarWinds and CloudWatch.
- Good knowledge of MSP backup and Symantec backup, Veeam Backup.
- Good Knowledge of Amazon Web Services (AWS).
- Extremely good knowledge of Panels such as CPanel, Plesk Panel, Website Panel, Ajenti, WHM, ZPanel, MSP Control Panel, Sentora, VestaCP.
- Server Virtualization - VMware VSphere, Hyper-V, VMware Workstation Player, KVM (Red Hat Enterprise Virtualization).
- Managing over 50+ VMware servers 2003, 2008, R2 and 2012 with VSphere client 5.1. Supervised 35 VM servers for daily backups. Managing VPN user and Active Directory by resetting passwords, unlocking accounts, adding users, and GP.
- Managed users and computers through Active Directory GPO, maintained accurate record of assets.
- Office 365 / Hybrid Cloud and its implementation.
- Strong knowledge of MS Exchange

WORK RESPONSIBILITY (WINDOWS)

- Backup management/verification
- Hyper-V server Management
- Server and Desktop Security Updates Maintenance
- Terminal Server Management
- User, Group and Disk Management.
- Microsoft Outlook Management and troubleshooting
- Server Email Health monitoring and management (SmaterMail, Exchange)
- Active-Directory Management
- Microsoft Exchange Management
- Symantec Antivirus/Backup management
- Server Firewall Management
- Services Management (IIS,FTP)
- Server Audit Reports

WORK RESPONSIBILITY (LINUX)

- Server Migration and Upgradation
- Monitoring System Management (Nagios)
- Linux Server Configuration and Management
- Backup management/verification
- Server Email Health Monitoring and Management (Exim, Zimbra)
- Idera Backup Management
- Control Panel Management (cPanel, Website Panel, VestaCP, Plesk)
- ClamAV & Maldet (malware scanner) installation and management
- CSF firewall & CXS eXploit scanner installation and configuration
- ModSecurity Integration with cPanel and Linux server