**Firoj Mansuri**

Desktop support L2: BeekayIT NetSec Solution

Mo: 9033218131

Mail:firojmansuri9033@gmail.com

**PERSONAL SUMMARY**

A highly competent and organized systems administrator with experience of software procurement, installation, administration & compatibility. Possessing a proven ability to assist with the day-to-day running of an IT department and its business IT systems. Extensive knowledge of monitoring and controlling data security within guidelines to ensure compliance and report on possible improvements. Well mannered, articulate and able to act as point of contact for colleagues and external clients.

Looking for a suitable systems admin position with an exciting, innovative and ambitious company that offers room for progression.

**WORK EXPERIENCE**

**BeekayIT NetSec Solution PVT LTD (Cera Sanitaryware ltd)**

**Desktop support L2 Eng. (Dec -2019 to May-2020)**

 **Duties:**

* Provide Support & troubleshoot over voice and remotely to the Cera Sanitaryware Clients.
* Configuring & Troubleshooting MS Outlook and Office 365 Issue modified and reseting password .
* WSUS managing and processing system update
* Monitoring and managing user accounts in active directory,
* Using firewall manage client security policy and permission.
* Monitoring network connectivity and trouble shooting whole company infrastructure.
* Maintaining Client Computers, Domain and Local User Accounts.
* Setting up New Users, Deleting & Disabling User Accounts, User Profiles, Logon Restriction
* Managing asset inventory and call attending by ticketing tools.

**Tech Mahindra (At. NuFuture Digital India limited)**

**Associate System Analyst (Nov -2017 to Aug-2019)**

 **Duties:**

* Provide Support & troubleshoot over voice and remotely to the Future Group Clients.
* Configuring & Troubleshooting MS Outlook Issue.
* Monitoring and managing user accounts in active directory, Exchange & Zimbra Mail
* Maintaining Client Computers, Domain and Local User Accounts.
* Setting up New Users, Deleting & Disabling User Accounts, User Profiles, Logon Restriction
* Managing Internet access to users as per client requirements.
* Handling common issues with immediate resolution and creating KB article for same
* POS system configuration and Troubleshooting Command with putty
* Handling POS system software level & Troubleshooting functional issue.
* Creating [Symantec Endpoint Protection](https://www.symantec.com/security_response/definitions/download/detail.jsp?gid=sep" \t "_blank) antivirus for 32bit and 64 bit systems

**Dixit Infotech Pvt Ltd (Relience Industries Ltd**.Dahej**)**

**Service Desk Engineer (Sep-2016 to March-2017*)***

 **Duties:**

* Responsible for maintain 600+ HP terminals, HP thin client, Dell Wyse and 45 dell desktop.
* Working on VDI (Virtual Desktop infrastructure) environment using Citrix system.
* Provide Support & troubleshoot Session Monitoring & Managing Session using Citrix Director.
* Manage and maintain Symantec Endpoint protection.
* Basic Troubleshooting on Switch and router like change LAN or provide Network stat.
* Manage and maintain Active Directory User Account, OU & GPO
* Responsible for IT Asset Inventory
* Install Image configures and Troubleshoot for thin Client Systems (Dell Wyse & HP I410)
* Also responsible for installing operation System, Software &Hardware.
* Manage FTP file and sharing printer configuration and permission.

**Kaizen IT service Pvt Ltd (Income tax office,Ahmedabad)**

**FMS Engineer (June-2014 to March -2016)**

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 **Duties:**

* Supporting to desktop hardware configuration troubleshoot.
* Producing documentation on operational, system and user procedures & guidelines.
* Building, configuration and troubleshooting of swich.
* Maintaining maximum availability of supported services for users.
* Monitoring the progress of third-party maintenance contract suppliers.
* Ensuring that support calls are logged and handled effectively and efficiently.
* Ensure adequate antivirus protection & solutions are maintained and updated.
* Remotely install basic software and configure Outlook mail Client.
* Able to install and troubleshoot basic problems of printer all Series of

HP (Desk Jet LaserJet), ZEROX, Epson, Canon etc.

**KEY SKILLS AND COMPETENCIES**

**Hardware:**

* In depth knowledge in Computer,Printer and Scanner Hardware

**Server:**

* Installing Windows operating system Serve 2003, 2008 ,2012R2
* In depth Knowledge about Server 2012R2
	+ Active Directory (Installation)
	+ Configure Member server & Clients
	+ Create domain user account
	+ Assigning policy (Password ,lockout, logon locally)
	+ Giving Permissions(security level and Share level)
	+ Creating Profiles and FSRM (quota limit, file screening, storage report)
	+ Creating DFS(Distributed File system) and Logical structure of active directory Configuring Additional Domain child domain.
	+ Role of Active directory, Group policy, trust relationship
	+ DHCP : Installing Service , creating Scope, Reservation, backup and restore a
	+ DNS : Installing Service, creating Zones(primary, secondary and stub) also

Creating AD Integrated primary zone conditional Forwarder, forwarder, Root hints and cache server.

* + Installing Internet information service(IIS)Web & FTP
	+ Installing windows deployment Service(WDS) Adding boot Image to WDS Server and Install image to WDS Server
	+ Routing : Assigning IP and configure routing
	+ Configure VPN Server and establishing VPN Connection creating HTTP website
	+ RAID : Storage pool Volume (RAID 0,1,5 )
	+ Configuration Windows Server Backup and Recovery

**Network:**

* Fully proficient at LAN, WAN, and Wireless building, cable installation and testing
* Access Point troubleshoot and configuration.
* Knowledge OSI Modal with 7 layers
* Knowledge of Network Devices & Cables
* Knowledge of switching devices

 **ACADEMIC QUALIFICATIONS**

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| --- | --- | --- | --- | --- |
| **EDUCATION** | **BORD** | **COLLEGE** | **YEAR** | **RESULT** |
| **B.Tech CSE** | NIMS UNIVERSITY | N.I.E.TJAIPUR | 2013 | 58.84 % |
| **Diploma CSE** | TEB | A.V.P.T.I RAJKOT | 2010 | 53.96 % |
| 10th | GSEB | M.S.SANGHI VIDHYALAY | 2006 | 75.29 % |

**Certification Details**:

* **MCP**: Windows Server 2012

Certification Number-G073-9460

* **MCSA**:Windows Server 2012

Certification Number- G076-2142

* Microsoft Certification ID-14420432

**PERSONAL DETAILS**

Firoj Mansuri

Permanent Address:

Near small masjid delwada

Ta-Una Dist-Gir Somnath (362510)

M: 9033218131

E: Firojmansuri9033@gmail.com

Status: Married

Passport Number: R2961632

DOB: 25/05/1991

Nationality: Indian

I hereby declare that the above information’s are true to the best of my knowledge. I will be humbly grateful if given a chance to work in your esteemed organization.