

Vinay Panchal

Information & Technology Professional

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Summary

- I have completed B. tech and Diploma in electronics & communication engineering.
- I have 5.5+ Years hands on experience in the IT infra services, support & projects which includes knowledge & experience of Desktop, hardware, software, network, server, ELV system.

Key skills & abilities

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|------------------|--------------------------|-------------------------------|
| ▪ Desktop | ▪ Linux Desktop & Server | ▪ Projects |
| ▪ Software | ▪ VM virtualbox | ▪ Infra Operations |
| ▪ Network | ▪ ELV System | ▪ Support & services |
| ▪ Remote | ▪ Team Lead | ▪ Installation & troubleshoot |
| ▪ Windows Server | ▪ VOIP | ▪ Documentation & Training |

Employment

Sr. Officer – IT

(Aug'2016 to till)

Claris Life sciences Ltd, Ahmedabad

- Worked with 20+servers, 800+workstations, 125+Printers, 30+access control.
- IT operations, Support and Projects of Desktop, hardware, software, network, windows server and ELV system.
- Installation and troubleshooting the windows Xp, 7,8,10 and Linux base operating system.
- MAC Book and dell thin client PC installation, setup and troubleshooting.
- Managing the ticketing system and give the remote support to end users.
- Configuring and Maintain the Thunderbird and Outlook email client software's for all users across the company.
- Office o365 installation and setup to its entire component outlook, Microsoft teams and One Drive.
- Manage the Avamar backup client for daily backup and Symantec Endpoint Protection for Anti-Virus.
- Network troubleshooting and operations of LAN/WAN, Router, Firewall, switches, Wi-Fi, TCP/IP, DNS, DHCP.
- Diagnose Troubleshoot hardware Network and software problems and replace defective components
- Printer and copier machine's installation & troubleshooting.
- Manage the Active Directory and Share folders & local users group for assigning the rights and privileges to users to access files and folders on windows server 2003/2008/2012.
- Manage the network printers and file server on win server 2008/2012.
- Manage the Desktop Virtualization windows Server 2012 R2 standard Citrix Xeon for thin client PC.
- Create a Knowledge of Microsoft System Centre Configuration Manager (SCCM), DNS, and DHCP.
- Give support to pharmaceutical software like chromeleon and pharmaready.
- Validate and configure the system as per compliance, departmental and company guidelines.
- Cisco IP Phone configuration and Setup on CUCM for model 7861, 8851, 8865 (Camera Phone), 8821(cordless).
- Manage the 30+ centralize Biometric device by company network over 1500+ Users and workers.
- Video conferencing and meeting setup on WebEx, Cisco Jabber, MS Teams, Skype, Cisco sx10, Cisco mx800.
- Manage the EPABX, Siemens telephone line.
- Configure and setup the IP Cameras, also check the data back up and give the data when needed.
- Maintaining the inventory and assets using lansweeper.
- Co-Ordination and follow-up with different IT vendors for IT equipment's repairing and replacement.
- Give the training and prepare the documents on new setup & technology for end users learning.
- Participate & contribute in IT team meetings & events.
- Work with Lutron Home Automation for installation and setup.

- Execute the Projects of Network, FAS, CCTV, and Access control.
- Prepare the quotation, TimeLine, inventory and execution of project related work.

Sr. Technical Support

(Feb'2015 to June'2016)

Sunshine Info Solution, Ahmedabad

- Responsible for Support, Services and projects of Desktop, Network and ELV system.
- Install and troubleshoot the Windows and Linux operating system.
- Outlook email client and printer configuration and support.
- Give the remote and physical support to end customer.
- Diagnose Troubleshoot hardware Network and software problems
- Windows 2008/2012 & Linux sever installation, setup and support
- Install and setup apache HTTP Server & Linux Ubuntu desktop with networking.
- CCTV Installation, cable laying, online monitoring & configuration on desktop or mobile.
- Responsible for the project site visit, quotation, material, documentation, execution and training.
- Provide project life cycle, leadership, work direction and feedback.
- Present formal presentations and executive summaries to senior for provide the project status updates.

Education

<i>Duration year</i>	<i>Course</i>	<i>Institute and university</i>
2010-2014	B. tech ECE	Pacific institute of technology, Udaipur, RTU, Rajasthan
2007-2010	Diploma ECE	B & B institute of technology, v.v nagar, Anand, TEB, Gujarat
2007	SSC 10 th	GSEB, Gandhinagar, Gujarat
2011	HSC 12 th	GSHEB, Gandhinagar, Gujarat

Technical IT skills

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|--------------------------------|-------------------------------------|---------------------------|
| ▪ Win XP, Win7, Win 8, Win 10 | ▪ LAN/WAN | ▪ CCTV |
| ▪ Citrix thin client/Apple MAC | ▪ Firewall/Router/switches/Wi-Fi | ▪ Access control |
| ▪ Linux Ubuntu desktop | ▪ TCP/IP/DNS/DHCP | ▪ Fire system |
| ▪ Avamar/Symantec | ▪ Windows Server 2003/2008/2012 | ▪ Audio video |
| ▪ Office 2007,2010,2013,O365 | ▪ Linux server | ▪ Cisco IP Phone |
| ▪ Microsoft teams/one drive | ▪ Active Directory/File server | ▪ Video conferencing |
| ▪ Outlook/Thunderbird | ▪ Share folders & local users group | ▪ Cisco sx10, Cisco mx800 |
| ▪ WebEx, Cisco Jabber | ▪ Print server/Citrix Xeon server | ▪ EPABX |

Projects

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| ▪ Project Name | ▪ Location |
| ▪ CCTV Project, Maahi Dairy , Junagadh | ▪ 48+ location of katch and saurashrta |
| ▪ Desktop & Network, Municipal Schools | ▪ Silvasa-Vapi |
| ▪ Smart School | ▪ Vasana, Ahmedabad |
| ▪ Epson Projectors, All Government Schools | ▪ Ahmedabad |

Personal Information

Father's Name	Mohanbhai Kalabhai Panchal (Carpenter)
Current Address	B-38 Mrudul Park-4, Chanakypuri, Ghatlodia, Ahmedabad-380061
Permanent Address	114, Mahadev Nagar Society, Gayatri Mandir Road, Patan- 384265, State-Gujarat, IND
Mumbai	Room No: 23,2nd Floors, Gyaneshwar Niwas, Padwal Nagar, Thane-400604, Mumbai
Date of Birth	29 th Aug. 1991
Marital Status	Married