­­Pranav D. Bhatt

pranav\_bhatt99@yahoo.com

**Mobile**: **+919974706847**

**Ahmedabad**

**Total Work Experience: - 5 + Years**

**Certified: Network Security Associate by NSE Institute (FortiNet)**

**Current Company: - NexusLink Services India Pvt. Ltd.**

**Role: - System Administrator**

**Duration: - Feb 2019 to Present**

* Good understanding of Support Win Server 2012, 2016 / Windows 10 environments
* Good Experience of Windows Server Migration/ O.S. Up-gradation.
* Troubleshooting, DNS, DHCP, IIS, Administration, Event Logs, Performance Monitoring, Disk Management Especially windows server performance issues, using Wireshark or any other performance monitoring tools.
* Good Knowledge of SQL Jobs, Select Query, SQL database performance issues, Database Backup, SQL Profiler.
* Experience with Service desk Ticketing Tool, International support experience.
* Experience in Service Desk/command Center/NOC Operations.
* Experience of Office 365 Email Service Configuration, Administration.
* **Experience of Linux Installation, Monitoring and Basic Commands, Apache Services, Website Hosting on Linux.**

**2.**

**Company Name: - iPatientCare. Inc.**

**Role: - Installation Application, Technical Support**

**Duration: - June 2018 – To Feb 2019**

* Installation & Configuration of EHR Product at Cloud & Hosted Web Servers of US Remote Location.
* Experience in AWS Amazon Web Service, EC2, VPC, EBS, Elastic IP,AMI,ALB etc.
* Responsible to migration of local clients to the cloud data centers.
* Responsible for Technical Support Level 2 related product issues reported by clients.
* Installation and configuration of SQL Server, Internet Information Service, FTP & SFTP Server.
* Extensively used Online Tools such as LogMeIn, ShowMyPC, GoToMyPC, TeamViewer, PCAnywhere, etc. in order to remotely connect client Server & Workstations to resolve the issues remotely.
* Responsible to Installation of Medical Device, Web Camera, Printer, Scanner & Card Scanner, Signature Pad and other equipment.
* Identify, troubleshoot and analyze computer related issues. Determine appropriate cause of action and conduct repairs, modifications, and upgrade internal components and peripherals as needed.
* Perform checklist (Quality Check) for the product to ensure that the product delivered by me to the client is perfect and everything works fine as per iPatientCare's Standards.
* Verify & Finalize documentation of Software Installation & Technical resolution.

**3.**

**Company Name: - 63Moons Technology Limited**

**Role: - Application Server Administrator**

**Duration: - 19-11 2017 to July 2018**

**Job Profile:-**

* Support To Stock Market Application Based on Windows Server 2008,2012 Platform & Claud Platform.
* Support and work on SQL Server 2008,2014,2017 ,Queries , Trace SQL Server Profiles , Database Backup , Restore , Database Shrink Process (no development, only support related activities)
* Support on .Net or Java based application (web based and non-web based)
* Troubleshooting and Debugging skills on Application Server, Web Server
* Knowledge of IIS and Web server installation, Configuration, Monitoring

And SQL Database Server 2008, 2014, 2017 Maintenance

* Experience in working on or Supporting highly Available [H.A. Server] Systems

And Strong understanding of Windows OS.

* Basic understanding of Networking and Basic knowledge of programing concepts.
* Demonstrates the ability to make good decisions And Communications skills (both verbal and written) with the ability to adapt to different audience levels.
* Experience of working in teams and independently And Ability to manage multiple complex tasks concurrently.
* Ability to take a comprehensive view of entire system to guide the problem investigation process with no assistance.

**4. Technical Support Engineer**

 **Under IBM India Private Limited with ADANI GROUP as client.**

 Company Name: IMSI Pvt. Ltd.

 Duration: 16-3-2017 to 18-11– 2017

Site: Adani IT House, Besides Girish Cold drinks, CG Road, Ahmedabad

**5. I.T. Helpdesk Engineer**

 **Under Wipro Limited with Shopper’s Stop as client.**

 *Company*: Acute Informatics Pvt. Ltd.

 1-8-2015 to 14-3-2017

Site: Shopper’s Stop, CG Road, Ahmedabad

**6. Application Support Engineer**

*Company*: AAPL Pvt. Ltd.

1-8-2013 to 31-7-2015

## Educational background:

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **University/Board/College** | **Year of Passing** | **Percentage** |
| **M.Sc-.I.T.** | Saurashtra University | 2012 | 66.57 |
| B.C.A. | Saurashtra University | 2010 | 54.00 |
| H.S.C. | Gujarat Secondary & Higher Secondary Board  | 2007 | 67.00 |
| S.S.C | Gujarat Secondary & Higher Secondary Board  | 2005 | 65.00 |

* **Personal Details:**

|  |  |
| --- | --- |
| **Name:** | Bhatt Pranav D. |
| **Date of Birth:** | 13-Feb-1990 |
| **Sex:** | Male |
| **Marital Status:** | Married  |
| **Address :****(current)** | C- 601 Krishna Elegance , B/H Narayani School , Near Canal Opp.Maruti Pearl Bunglow, Nava Naroda Ahmedabad 382330 |
| **Mobile :** | 9974706847 |
| **Languages Known:** | English, Hindi, Gujarati |

**I hereby declare that all the details given by me are true to the best of my knowledge and belief.**

**Pranav D. Bhatt**

**(09974706847)**