

**** CURRICULUM VITAE ****

SANDEEP KUMAR TRIVEDI

210 Vishal Arban Bholaram Ustad Marg.

Bhwarkua Indore - 452001

Mobile Number - +91 8764382635

Email: - sandeep_trivedi@yahoo.com

Career Objective:

- I am seeking a progressive and challenging career in IT as **System Administrator**, Customer Care and as per company requirement.
- I want to achieve excellence and recognition for my efforts by contributing to the organization.

Qualification:

- B.A. from Rajasthan University Udaipur in Jan. 2007.
- Senior Secondary from Board of Ajmer Rajasthan in 2004.

Other Qualification:

- **MCA** Pursing with SMU University - Indore
- **PGDCA** (Post Gradation Diploma In Computer Application)
- Diploma in Computer Hardware & Networking (HINT Hardware Engineering & Networking Institute. Udaipur Rajasthan)

MCSE (Microsoft System Professional) MCP ID: - SR5739839

Technical Skills:-

- **Windows Server** - Win 2000 professional, Win 2000 / Win 2003 / 2008 / 2012 R2 Enterprise Server
- **Active Directory** - User Creation , Deletion & Access Management
- **DFS & Print Server** - Management Sharing Folders, Planning and Assigning NTFS Permissions
- **VMware ESXI** - Installing, Configuring & managing VMware 5.5 , 6.0 & 6.5
- **VMware** - Creating and Managing the Virtual machines.
- **IBM X Series** server Management
- **Vendor Management** - Call raised with Vendor if any Server hardware failure & take require action.
- **Asset Management** – IT Asset management documentation
- **AWS** – Basic Knowledge of Amazon Cloud Compute IAM , S3 & EC2

Experience Details:

(1.) Hi-Tech Informatics Pvt. Ltd. Pithampur

(May 2018 to till date)

Project IBM FM Project At Eicher Motors Pvt Ltd, Indore, M.P

Current Position: Technical Support Engineer L2 & L1 Server Engineer

- Installation of Hardware and software required by client side, also maintain them.
- Troubleshoot All the Hardware and software issue on daily basis.
- Handling 1300+ systems (Desktop Laptop & Workstation Etc.) Network, Production as well as management Vlan.
- Maintain the all IT equipment's inventory (**Asset Management**) & manage the warranty details.
- Vendor coordination
- Co-ordinate with Different Teams (Data team, Server Team) on daily basis for different issues.
- Handling client related Application and URL based Applications at Desktop level as well as Networks level. Also handling the service desk sometimes.

- Monitoring the working structure of our engineers, and also take information regarding daily calls.
- Configuring the MS outlook for mail communication, also have the AD (Active Directory) access for checking the users ID and other issues and access to share drive. Also update the Inventory.
- Daily Visit into Datacenter and checked all servers and hardware Component and temp & Humidity.
- Call raised with Vendor if any Server hardware failure & take require action.

(2.) Info Service Pvt. Ltd. Pithampur

(Jun 2014 to Sept 2015)

Project IBM FM Project At Eicher Motors Pvt Ltd, Indore, M.P

Current Position: Technical Support Engineer L2

- Installation of Hardware and software required by client side, also maintain them.
- Troubleshoot All the Hardware and software issue on daily basis.
- Handling 1300+ systems (Desktop Laptop & Workstation Etc.) Network, Production as well as management Vlan.
- Maintain the all IT equipment's inventory (**Asset Management**) & manage the warranty details.
- Vendor coordination
- Co-ordinate with Different Teams (Data team, Server Team) on daily basis for different issues.
- Handling client related Application and URL based Applications at Desktop level as well as Networks level. Also handling the service desk sometimes.
- Monitoring the working structure of our engineers, and also take information regarding daily calls.
- Configuring the MS outlook for mail communication, also have the AD (Active Directory) access for checking the users ID and other issues and access to share drive. Also update the Inventory.
- Daily Visit into Datacenter and checked all servers and hardware Component and temp & Humidity.
- Call raised with Vendor if any Server hardware failure & take require action.

(3.) Open view Technology Pvt. Ltd Pune

(September 2012 to Jun 2014)

Project HPFM Project - Cummins Technologies India Ltd. Pithampur Designation: FMS Engineer

Performing role as a **Senior Engineer** for IT infrastructure support-

- Administration & Management of Windows Server 2003
 - DHCP and DNS Services support and Troubleshooting.
 - Achieve 100% SLA for every call assigned.
 - Monitoring Leased and PRI at assigned location
 - Service Pack/Security Patch/Update Patch Installation in Servers/Desktops
 - Maintain Information Security as per policy.
 - Asset Management and Inventory updating
 - Proper escalation / Reporting to seniors.
 - Installing and Troubleshooting Lotus Notes Client
 - Local network troubleshooting
 - Telecom support (New Installation Etc.)
- L1 support of windows server 2003

(4.) CMS Infosys Pvt. Ltd. Indore

(September 2011 August 2012)

FM Project - Cummins Technologies India Ltd. Pithampur Designation: FMS Engineer

Performing role as a **Senior Engineer** for IT infrastructure support-

- Administration & Management of Windows Server 2003
- DHCP and DNS Services support and Troubleshooting.
- Achieve 100% SLA for every call assigned.
- Monitoring Leased and PRI at assigned location
- Service Pack/Security Patch/Update Patch Installation in Servers/Desktops
- Maintain Information Security as per policy.
- Asset Management and Inventory updating
- Proper escalation / Reporting to seniors.
- Installing and Troubleshooting Lotus Notes Client.
- L1 support of windows server 2003

(4) EmPower India Pvt. Ltd. (Mumbai)

November 2008 to Sept 2010

Designation: Desktop Engineer

Project: - Wipro InfoTech Project: - HDFC Bank (Lower Parel, Kamla Mill)

Job description:-

- Add & Remove Active Directory, DHCP. DNS Etc.)
- Managing problem related to Lotus Notes as Configuration, Troubleshooting, Transferring, Replication etc.
- Handling hardening process of pc.
- Identifying, Adding, and Removing System. & Programmed
- Taking care of pc formatting, installation ,troubleshooting problem
- Taking care of branch visit.
- Resolving the problem related to Proxy, Internet.
- Managing Call lock with vendor & Tacking care of asset related problem.
- Managing problem related to AD id creation. Lotus id creation USD Id creation. Proxy id creation.
- Managing the problem related to Domain ,I notes ,Web mail, permission
- Taking care of basic application of Fin ware, Bankbook mark.
- Managing & Troubleshooting of Normal Printing &Adhoc& DD Printing Work
- Managing & troubleshooting of fin ware, financial, fas application.
- Job involves maintaining the Hardware & Networking installing OS , Antivirus installation & update , Configuring Lotus Notes and Networking on UTP with star topology

Personal Details

Date of Birth : 27 March 1987
Marital Status : Married
Permanent Address : Mavaji Niwas, At. Post Paloda, Dist. Banswara (Rajasthan)
Father Name : Mr. Bhagwanji Trivedi
Nationality : Indian
Language Known : English, Hindi.Gujarati
Present Address : P/O Paloda Dist Banswara Rajasthan 327605

Personality Traits:

- Innate determine to win.
- Quick Learner & Hard working.
- Believes in **Honesty is a great Virtue.**
- Motto of life **Success never comes to those who sit and stare
Its comes to those only who act and dare**

Declaration: -

I declare that all information furnished above by me is true to the best Knowledge and belief.

DATE: --

Thanks & Regards
SANDEEP Kumar TRIVEDI