**PANDAR MAHENDRA KUMAR**

94/3, J-Type, Sector-21

Gandhinagar-382021

Gujarat (India).

**Phone: + 91- 8469952677 E-mail: mahendrak159@gmail.com**



**Career Objective:**

To pursue a challenging career with an organization, which enhance my skills, creativity, and work for the growth of an organization.

**Current Job Profile:**

**Designation: Technical Support Engineer II** at **Dev Information Technology Ltd.**

**Role:**

* Server monitoring, helpdesk management, backup management, website management, application management, end user support.
* Provided L1 support for the AWS and report preparation of AWS instances with their backup policies.
* Tools/Platforms worked on Cloudberry backup, Barracuda Antispam, SmarterMail, Commvault & Plan B, Nagios, IIS, DNS, ADDS, Plesk Panel, cPanel, SyncBack, AWS, VMware, Hyper-V, vSphere, vCentre, Exchange, MSSQL, MYSQL, O365, Sophos/SonicWALL Firewall management, Antivirus management.
* Operating system patch management on monthly basic, remote desktop maintenance.
* Linux basic operation familiar with the common fundamentals of Linux administration.
* Desktop Support Management as well as server administration.

**Previous Job Profile:  
Designation: System Analyst** at **Safal Infosoft Pvt.Ltd**

**Role:**

* Implementation of company products/software’s
* Client handling, providing training on remote locations.
* Tools/Software worked on MSSQL Server, IIS, ODBC, Anydesk, Crystal report.
* Database Administration basic SQL queries and SP Knowledge.

**Designation: IT Support Engineer** **L1** at **Gujarat Info Petro Limited**.

**Role:**

* Solving IT related issues and Application Support for the client POMS program.
* Computer System hardware and network troubleshooting.
* Providing training to POM user regarding online Port Management.

**Previous Job Profile:**

**Designation: Technical Support Engineer** **L1** at **Care IT Solutions Pvt Ltd**.

**Role:**

* Providing end user support and troubleshooting front end services remotely like internet, proxy, user account issue, end device issues.
* Assigning tickets to the concern teams for the backend resolution.
* Resolving the user issue as per given SLA.
* Handling major issues before the deadline or given TAT.

**Skills Summary:**

* Good communication skills, loyal, helpful, hardworking and well-disciplined as defense brat.
* Having good internet searching, securing and handling skills.
* Worked as Computer Operator and having System Administrator/ Desktop Support Knowledge.
* Assembling and reassembling of computer peripherals.
* Aware of LAN, WAN, TCP/IP, OSI, Networking devices, Cables, Ports concepts.
* Familiar with Redhat Linux and other distribution of Linux i.e., kali, backtrack, Ubuntu, CentOs.
* **Applications**: MS Office, Team viewer, VNC, WinRAR etc.
* **Operating Systems**: Windows XP/Vista/7/8/10/ Windows Server 8/12, Redhat Linux 6/7, UNIX, Kali Linux, Parrot OS.
* **Office Package**: Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook, Zimbra Mail.
* **Freelance and Companies worked with**: **Mudra Classes, MR Computers, Tech Mahindra, Care IT Solutions Pvt Ltd**.**, Gujarat Info Petro Ltd (Semi Gov.).**

**Education and Certification:**

* SSC & HSC with CBSE in Kendriya Vidyalaya Sangathan.
* Completed BSc.IT (Information Technology) from SMU-DDE.
* Certifications: RHCSA version 6, CEH, EC-Council CSCU, CompTIA Strata A+

**Personal Profile:**

Name **:** Pandar Mahendra Kumar

Father’s Name **:** Pandar Govindbhai R.

Date of Birth **:** 20th April 1994

Marital Status **:** Unmarried

Gender **:** Male

Nationality **:** Indian

Languages Known **:** English, Hindi & Gujarati

* **I hereby declare that the particulars furnished above are correct and true to the best of my Knowledge.**

Date:

Place:

(**Pandar Mahendra Kumar)**