**MAHENDRA KUMAR PANDAR**

94/3, J-Type, Sector-21

Gandhinagar-382021

Gujarat (India).

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**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(NOC)** at **Dev Information Technology Ltd. (DEC’2018 – OCT’2020)**

**Role:**

* Monitoring of servers and other critical services through monitoring systems and

troubleshooting on them.

* Raising tickets to the clients and providing them resolution through ticketing portal/call.
* Configuration, managing and maintenance of servers (Linux and Windows).
* Network configuration and troubleshooting (moderate).
* Performing routine tasks like backup verification, mail health check and auditing of

servers.

* Backup Configuration/Management and verification (Symantec, Veeam, Script, etc.)
* Control Panel Management (cPanel, Plesk, WHMCS, Solar Winds).
* Firewall Installation, Configuration and Troubleshooting (Windows, SonicWALL and CSF).
* Hyper-V Installation, Configuration and Backup Management.
* Creation of VM's, configuration, data-store (resource management) and basic

troubleshooting on VMWARE via GUI. Migration and related troubleshooting.

* Database Backup, Restoration and Management. (MSSQL and MySQL).
* Terminal Server and Remote Desktop Service Management.
* Microsoft Outlook Configuration and Troubleshooting
* Windows desktop related application management.
* Windows desktop related troubleshooting.
* Symantec Cloud Base Antivirus Configuration.
* Monitoring and taking necessary steps to prevent DOS/DDOS Attack.
* Live Logs Tracking.

**Previous Job Profile:  
Designation: System Analyst** at **Safal Infosoft Pvt.Ltd (JUN 2018- DEC 2018)**

**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** at **Gujarat Info Petro Limited. (FEB 2018- MAY 2018)**

**Role:**

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

**Designation: Technical Support Engineer** at **Care IT Solutions Pvt Ltd**. **(SEP 2017-DEC 2017)**

**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:**

* Completed BSc.IT (Information Technology) from Sikkim Manipal University-DDE.
* SSC & HSC with CBSE in Kendriya Vidyalaya Sangathan.
* 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: Gandhinagar

(**Mahendra Kumar Pandar)**