

Summary

A highly organized and hard-working individual looking for a responsible position to gain practical experience, to enhance my professional skills, capabilities, knowledge and trust me with responsibilities and challenges. To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

Professional Experience

System Administrator

Ecartes Technology Pvt Ltd

01/03/2025 – Till Date

- Collaborating with cross-functional teams and external vendors to evaluate, select, and deploy security-focused hardware and software solutions.
- Conducting technical assessments and risk analysis to ensure proposed network and server setups meet organizational compliance and security standards.
- Managing communication with multiple vendors to obtain proposals, negotiate terms, and ensure timely and cost-effective implementation of secure systems.
- Providing technical guidance during procurement processes to ensure solutions align with enterprise architecture and long-term IT strategy.
- Installed and maintained computers, servers, and network devices to keep the office IT systems running smoothly.
- Provide Remote support To Other Office Locations Employee.

Technical Support L2

01/10/2023–28/02/2025

Igreenik solution Pvt Ltd (National Institute of Plant Genome Research)

- Managed communication networks, monitored performance, and resolved technical issues.
- Decreased system downtime by 45% through regular system checks and preventive maintenance.
- Installed and configured network devices such as switches, and wireless AP's.
- Conducted troubleshooting, network testing, and fulfilled additional responsibilities as needed.
- Designing, implementing, and maintaining local area networks (LANs) for large corporate clients.
- Contributed to the maintenance of network systems, ensuring 99% uptime
- Evaluate the performance of computer systems/networks and coordinate computer network access by expertly utilizing remote monitoring and management (PRTG) tools.

Technical Support Engineer

01/10/2022 - 30/09/2023

Dm System Pvt Ltd (International Central Genetic Engineering and biotechnology)

- Oversaw and maintained including Windows, Unix, and Linux, while ensuring 99.9% uptime
- Hands on Experience of Windows Xp, Windows 7/ 8/10/11 Installation, Customization & troubleshooting.
- Installation of CentOS and Ubuntu.
- Troubleshoot and fix hardware issue In System.
- Remote Support, including identifying and resolving Daily Basic Technical issues occurring Laptop, Desktop, Software's, Printer and LAN.
- Installing Various Software and application to users System as per Request.

(Central Research Road Institute)

- Working as a Desktop/IT Support Engineer.
- Responsible to coordinate directly with user.
- Installing, Updating and Troubleshooting Fsecure Endpoint Protection, and Patches and keep system under compliance as per company policy.
- Responsible for providing 1st /2nd Level Desktop to end users in troubleshooting and resolving application related issues.
- Knowledge of Network Security practices and Anti-Virus programs.
- Responsible to verify the information and transfer the case to support team according to the issue.

Remote support engineer

01/10/2021 - 30/09/2022

Dynacon System Pvt Ltd (Punjab National Bank Project)

- Managing User, Change Password, Unlock Accounts and Profiles, giving permission to the users through Active Directory.
- Responsible for join any computer into domain using DNS and configure system for Ready to use.
- Install Symantec antivirus and troubleshoot Quarantine issue and fix.
- Configuration Bank Important Websites Using Proxy and Host File.
- Good experience troubleshooting software and hardware problems via email and telephone, utilizing remote support tools.
- Managed over 100-200 Incidents/Requests per week, maintaining an overall resolution rate of 90- 95.

Education

Manipal University Jaipur

B.C.A (Pursuing)

2023-

Rajokari institute of technology

Diploma in Information Technology

2017-2021

N.I.O.S

12th

2020

C.B.S.E

10th

2016

Additional Skills

- Windows Server . Active Directory.
- Microsoft Exchange.
- Network Diagnosis.
- Operating Systems.
- Network Security.
- Good experience on SLA handling and providing great Customer Support.
- Effectively communicated with team members for smoother project execution .
- 6 Months web designing course HTML,CSS, JAVASCRIPT,PHP.

Declaration

- I hereby declare the above-mentioned information is true to the best of my knowledge

Signature: vinay