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**Curriculum Vitae**

# PRADEEP KUMAR GUPTA

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**Mob:** - 8287422154

## Professional Synopsis

I have over 4.2 years of experience in Networking and IT Operations (with Hospitality and Healthcare domain) and I love working in a strong and friendly environment. During the years I have gathered knowledge about Network development, operations and maintenance, Routers, Switches, and Firewalls.

* IT infrastructure management and maintenance.
* Client management and procurement.
* Handling incident /requests and Requirements.
* Being always available and contactable.

## Technical skills

* Sound knowledge of OSI layer and TCP/IP
* Network security: Firewall (PALO ALTO, ASA and Cyberoam)
* WLAN controllers and wireless AP /Wireless Networking
* Knowledge of VMware
* Microsoft O365
* Microsoft Active directory, DHCP ,DNS
* Windows Servers: 2008/2012/2016
* LAN Technology: VLAN, VTP, Inter-VLAN routing, ISL, Dot1q, STP
* WAN Technology: Basic Knowledge of MPLS, Frame Relay, ATM
* Administering & designing LANs, WANs internet/intranet
* Infrastructure Service: DHCP, DNS, FTP, TFTP
* Routing Protocols: RIP, OSPF and EIGRP
* Network Management: SNMP, Telnet, SSH
* Network diagnostic, monitoring and analysis tools: PRTG, SolarWinds, Wireshark, Ipref
* Knowledge of ITIL incident, problem & change management.
* Data backup tool: Commvault and Iron Mountain
* Antivirus: SEQRITE EPS, Quick heal

## Professional Expertise

**HOLIDAY TRIANGLE TRAVEL PVT LTD**

**Executive IT (March 2019 – July 2020)**

**Key Deliverables:**

* Keep network infrastructure up-to-date and secured
* Investigating, diagnosing and resolve all network problems
* Implementation and modification of new/existing policies on firewalls, Creation of VPN tunnels
* Installation, Configuration and Administration of Windows 2012/2016 Server and Active Directory ,DHCP,DNS
* Setting up AD, adding/modifying/deleting users from the domain
* Configure and install software, servers, firewalls, routers, switches, Wireless LAN Controller and Cisco Access points and other network devices as per requirements
* Handling IT issues/requests and requirements raised by the Employees
* Use SEQRITE EPS for threats protection.
* Managing office365 admin console and responsible for setup of different mail flow policies and user accounts.
* Maintain and monitor all network, server, applications, and security and computer systems to meet the organization's current and future requirements
* Managing Microsoft VLSC console
* Work with various vendors and service providers to ensure a productive environment
* Handling IT issues/requests and requirements raised by the Employees
* Being always available and contactable.
* Mail client configuration backup & Troubleshooting (O365) and OS installation

(Windows/Mac/Linux)

**FIVE FORCE SECURITY PVT LTD (deputed to Fresenius Medical Care India Pvt Ltd, Gurgaon)**

**Executive IT (Aug 2017 – March 2018)**

**Key Deliverables:**

* Administering, Troubleshooting, and maintaining the existing network infrastructure.
* Troubleshooting network problem and rectifying it immediately.
* Implementation and modification of new/existing policies on firewalls
* Work on Meraki devices.
* Installation, Configuration and Administration of Windows 2012 Server.
* Installation, maintenance and troubleshooting Active Directory.
* Assuring 99.9% uptime of the Network to the users.
* Doing preventive maintenance of the equipment’s.
* Handling IT issues/requests and requirements raised by the Employees.
* Being always available and contactable.
* Monitor different sites and Plan of new site.
* Use Commvault backup for managing data backup and restore.

**TEAMLEASE SERVICES LTD (deputed to IHG IT Services India Pvt Ltd, Gurgaon)**

**Associate Engineer** **- IT (Sep 2016 to Aug 2017)**

# **Key Deliverables:**

* Managing a full time IT staff comprised of Network/System Administrators.
* Maintaining overall ownership of IT issues and client service requests.
* Installation, maintenance and troubleshooting Windows operating system.
* Providing technical and diagnostic support for all in house applications.
* Doing preventive maintenance of the equipment’s.
* Monitoring of L2 and L3 Switches through Solar Wind for various parameters such as CPU, Memory, Bandwidth Monitor, Event Logs, and Services & Response Time.
* Being always available and contactable.
* Working on ticketing portal like Service Now.
* Handling IT issues/requests and requirements raised by the Employees
* Giving Remote Assistant to Client.
* Use Iron Mountain cloud backup for managing data backup and restore.
* Mail client configuration backup & Troubleshooting (O365).

**MYCAPELLA IT SOLUTIONS PVT LTD**

**System Administrator (May 2015 to Sep 2016)**

# **Key Deliverables:**

* Leading a team of 8 experts; report to Head of the IT Department.
* Managing the IT Infrastructures.
* Builds and maintains vendor relationships and manages the purchase of hardware and software products.
* Successfully closed many deals of procurement for various Products with vendor in unbelievable cost.
* Serves as main point of contact on all IT-related matters for the office assigned.
* Responds/acts quickly on upper-management direction.
* Taking Inventory of each and everything related to IT department.
* Configuring & monitoring of well-known OS/applications.
* Remote Administration and Management of Servers & Desktops/ Network.
* Identified business process improvement opportunities and internal benchmark figures.

## Educational Dossier

* CCNA (R & S) -- Cisco Certified(Certificate No- 429534168745FQUG)
* MCSA -- Indian Institute of Hardware and Technology (IIHT, NOIDA)
* B. Tech (CSE) -- ABES IT (Gautam Buddha Technical University, Lucknow)
* 12th -- Shri Krishna Inter Collage (UP BOARD)
* 10th -- Shri Krishna Inter Collage (UP BOARD)

## Personal Objective

**“Try making every day a day of achievement”** & be human to all around me to attain the satisfaction of being a human being.

## Personal Profile

| **Father’s Name** | Mr. Naresh Chandra Gupta |
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| **Date of Birth** | Jul 15, 1987 |
| **Marital Status** | Married |
| **Languages** | English**,** Hindi (Read, Write, Speak) |

## Declaration

I hereby declare that all the information given above is true to the best of my knowledge and belief.

**Date: -**

**Place: -**

**PRADEEP KUMAR GUPTA**