# **RESUME**

**Summit bahal**

C/o Mr A K Bahal

H.No-3079, Sec-20 D,

Chandigarh- 160020

Ph. +91 9888 571 467

 L: +91 172 513 9262

summitbahal@yahoo.com**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |
| --- |
| OBJECTIVE |

A Challenging position in the field of Systems Integration, Network & Data, Computer systems technical support or Computer systems administration that provides an opportunity to work on state-of-the-art Information technology with lots of room for professional advancements.

|  |
| --- |
| ABILITIES |

* To plan integration and lead systems efforts
* To develop functional requirements, create design and unit plans, take part in construction and unit testing activities
* To troubleshoot, isolate problem and coordinate integration efforts
* To work as an effective team player in line with the shared vision
* To handle work independently

|  |
| --- |
| PROFESSIONAL EXPERIENCE |

**Work Profile: IT Offshore operation & Infrastructure support**

**Windows & Network Administration (India / US)**

**Work Experience: 10 Years & 2 Months**

**Currently working with Edifecs technologies Pvt. LTD Mohali as Sr. IT Support Specialist from April’12 till Nov’19.**

**Edifecs is a leading healthcare technology company with the mission to improve healthcare outcomes, reduce costs and accelerate innovation.**

**Job Responsibilities:-**

* **IT Services and Support Engineer**
* Proactive Monitoring on Solar winds monitoring tool including Snoozing and adding/removing nodes to the monitoring.
* Leading Offshore IT Infrastructure.
* Creation & deletion of Accounts/mail ids & configuration as per policies defined.
* Taking care of IT Datacenter operations. Offshore Network utilization (PRTG ,MRTG).
* Active directory, Exchange & Lync ID’s:- user creation.
* OS provisioning, setting up machines for new hires and worked on issues pertaining to OS- windows and MAC.
* O365(Creating an user and assigning licenses, Resetting password, Adding aliases to an user, Adding a domain , Creating shared mailboxes and distribution list and adding user in the DL , AD sync is enabled, mail contact for user's, allowing Ip address or blocking Ip address (Protection-connection filter), blocking sender or domain(protection-spam filter-block list) and allowing sender or domain, Check if a sender is quarantined(protection-quarantine), Mail flow in EAC(-Mail flow-Message trace-select time/duration-sender and recipient), Mobile device is allowed or quarantined.
* Projectors and EPABX- Managed Alkatel Lucent telephone exchange.
* Maintenance of Computer systems, Printers, Line Printers, LAN.
* Documentation of processes and KB Articles.
* DVR- Managing All DVR Boxes and its administration.
* Documenting the assignment for VDI’s, issues and resolution and how to’s.
* General Vendor mgmt. tasks. New procurement Quotes, PO, negotiation and other delivery follow-ups.
* Installation of Polycom VOIP units and VC in conference room.
* Administrator of Lync 2019/Skype for Business.
* Configuring MS Outlook and office issues/requests. Taking up the users email client issues and login into their remote systems. Assigning Folder Permissions to users.
* Administrator of Dell Encryption services (DDPE) to all end points and managed Server for upgrades and consoles.
* Basic troubleshooting for MAC systems.
* Did worked very closely with Finance team on their tools setup- **Paypac and tdspac** migrations. Took care of all support issues with the vendor, upgrades.
* **Citrix Administrator:**

* Managing of the Citrix infrastructure, focus on optimizations and automation for servers and distribution points.
* Responsible for creating Change Requests for the Citrix Infrastructure.
* Responsible for creating, maintaining/managing and deployment of OS Images.
* Responsible for Improvement Projects affecting the Citrix infrastructure including Delivery Controllers, Storefront, NetScaler’s, Licensing, and Director Server.
* Build and configure, including upgrades, of Citrix XenApp servers, NetScaler, director, licensing, App-layering and Storefront.
* Participated in migration projects of any Citrix technologies, mainly XenApp and App-layering.
* Resolving tier II escalated issues for Citrix XenApp, Citrix XenDesktop and Citrix NetScaler.
* Ability to work with 3rd party vendors (i.e. Microsoft) for escalation of issues.
* **IT Ticketing Tool Administrator(BMC Footprints)**
* Experience in designing, developing, customizing administering BMC footprints ITSM suite of applications.
* Involved in upgrading Footprints system from 11.6 to 12.0.
* Experience inconfiguring/maintaining/customizing ITSM 11.6 including setting up different workspaces for each departments (HR, IT, OPS,etc).
* Good Knowledge of ITIL and ITSM best practices.
* Good understanding ofHelpdesk / Service Desk, Change Management, Asset Management, Service Level Management, Change Tasking, Service Level Agreement processes.
* Change Management: Has worked as CAB manager for few months, ran the change meetings, and review/approve the Changes.
* Was responsible for ITSM metrics and Operating Council reports to the IT Management.
* Was responsible for all Change Communications to the impacted teams.
* **Access Control Administrator:**
* Create records in the physical access control system (Savior), assign appropriate access levels, upload photographs and print 1Badge cards for new hires as well as device Configuration, mantainence and Monitoring of 60 Terminal devices in 4 monitored buildings.
* Hands on experience in design, development, testing, implementation and documentation of Client Server and Web applications.
* Versed with the Customizing Attendance reports.
* **Landesk(Ivanti) Administrator**
* LANDesk Administrator for company, utilizing and configuring LANDesk. LANDesk features utilized (OSD, Software Distribution, Scripts, Security & Patch Management, Reports, Antiviruses, and Package Builder)
* Deployed LANDesk agent to 400+ pc’s and 50+ mac’s during initial deployment.
* Created custom installers, packages, Repair tasks and scripts for Pc’s and Mac’s.
* Created an Operating System Deployment strategy in LANDesk spanning 3 sites with PXE boot. Implement, design and manage System Image’s for Pc’s.
* Provided assistance for all phases of LANDESK Management suite.
* Responsible for upgrades and patches. Coordinate with vendors for MS patches and deployment.
* **Windows Administrator**
* Windows server management: Install, secure, monitor, manage, maintain, and retire Windows servers, both physical and virtual in a global & high availability environment. Manage service requests within published SLA
* Performed windows administration activities including active directory administration, email administration, building\decommissioning windows servers and IIS websites, verifying server configurations are secure using automated tools, testing and installing o\s patches, installing patches using Landesk, configuring folder permissions, installing system and performance monitoring tools, and doing simple troubleshooting of windows o\s and IIS issues.
* DC migrations, GPO’s, DHCP migrations,
* Responsible for Evening\weekend patching work required monthly.
* Datto Siris BCDR - Acronis - Datto File Protection (formerly Autotask Endpoint Backup) - Datto Workplace (formerly Autotask Workplace) - Datto Networking (formerly Open Mesh) - Datto SaaS Backup (formerly Backupify)
* Strong hands-on skills in Windows Server 2003/2008/2012/2016 and virtualization (VMware)
* Building Vm’s in Azure and migrating VM to azure.
* O365, Exchange on-prem to O365—Cutover and Hybrid migrations.
* Virtualization - Creating and Managing Virtual Machines and Templates.
* Creating Templates from VM’s, deploy VM’s from templates and allocate resources.
* Monitoring of Virtual Machine’s & ESX servers (CPU, Memory, Disk and Network Utilization) for Security.
* Performing Snapshots, Cloning of machines. Basic troubleshooting on Linux OS.
* Setting up Users and Groups for access to the Virtual Center.
* Troubleshooting virtual machine issues.
* Worked on Vcloud Director and VRA- managed Org issues and troubleshooting on console, Lease and resource issues.

**Worked as a N/w engineer with 3i InfoTech at Bharti location Chandigarh from Sept’11- Mar’12**

Bharti Airtel**Limited is a leading global telecommunications company with operations in 20 countries across Asia and Africa. Headquartered in New Delhi, India.**

**Job Responsibilities:**

* Handled LAN and WAN. Managing network & new projects for E1’s & Dark Fibers
* Hands on using Hubs, Switches, and Cisco Routers.
* Involved in the management of WAN and related problems.
* Structured cabling in the LAN using thin net, thick net and CAT5 cables, RJ-45 connectors.

**Reliance Globalcom Mumbai as NOC engineer from July’10- August 2011.**

**Reliance Globalcom is owned VANCO international company. Now (Reliance Vanco), it is one of top five network management company’s in leadership. Providing 24\*7\*365 Global services from Mumbai.**

* Proactively monitoring alarms related to network Issues with SMARTS.
* To raise remedy tickets for alarms related to link down, interface down, Tunnel down, Router down, Switch down, Protocols like BGP, OSPF etc.
* Notify the customer regarding issues and provide ticket number for reference
* Call on site and do CPE checks
* After doing CPE, if issue is not resolved then telnet on to the router and do diagnostics.
* If issue is in the circuit pass it over to Telco.

**Worked with Access InfoTech in Chandigarh from Aug 09 - Apr 10) as an Assistant Engineer**

**ACCESS INFOTECH is a diversified IT Solutions provider. Services plethora consists of : Setting up and maintain IT driven infrastructures, setting up 24 X 7 data centers, Database administration services, Database optimization.**

**Job Responsibilities:**

* Physical cabling, IP Addressing
* Cisco Routers Configuration
* Cabling
* Knowledge of OSI model
* Cisco switch configuration

|  |
| --- |
| PROFESSIONAL QUALIFICATION |

* B. Tech (Computer Science & Engg.) from Institute of engg & technology-Bhaddal(Ropar), affiliated to Punjab Technical University securing 68%.(Aug 2005-2009)
* CCNA(Jan 2010)
* Operating systems – Windows 7, 8, 10, MAC OSX.
* Maintenance of Computer systems, Printers, Line Printers, LAN

|  |
| --- |
| PERSONAL |

Marital Status : Married

DOB : March 27, 1987

Nationality : Indian

Sex : Male

**(Summit Bahal)**