# Curriculum Vitae

# Vijay Kumar

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https://www.mcpvirtualbusinesscard.com/VBCServer/vijaykumarmcts/card

**Career Summary:**

* I have vast and in-depth experience with multiple Windows operating systems like Window 7/XP/2000, Server 2003/2008.
* **Over 9.5 years** of experience in System & Networking with technical expertise in implementation, operations & support functions.’
* Currently working with We Work India Management Services P Ltd as Lead-IT Operation
* Worked with **Randstad India** as an Engineer IT Infrastructure  **From 30 April 2018 to 1May 2019.**
* Worked with **Japan International Cooperation Agency** on behalf of **NTT Communication India P LTD** as System Engineer -IT from 06 June 2012 to 29 April 2018.
* Worked with **Digital Management Services P Ltd.** (**Letsbuy.com)** as an IT-Administrator from November 15, 2011 up till May 31, 2012.
* Worked with **Express KCS (A Media Group)** from February 21, 2011 to September 11, 2011.

**Skills: Technical Support / Troubleshooting**

* Maintain IT Asset Inventory & IT Product & Windows Licensing Information of Company  
  • Evaluation of New Purchase of IT Products like Desktop, NAS, Router, Switches, Cameras, EPBX, Networking, Lease Line Services for Corporate office and branch offices
* Having 8+ Years of experience in IT
* IT infrastructure Management
* Vendor Management.
* IT Budgeting
* Network (LAN/WAN)
* CCTV, IP camera and Video conferencing
* Windows Server
* IT System Audit
* IT operation (Helpdesk), System Support & Troubleshooting
* Team Management
* Google Apps and Office 365
* Biometric and RFID technology
* Antivirus and Data leakage prevention

• Server Maintenance (Operating System, Patches, Antivirus, Events based) ensure reliability, viability, integrity.  
• Server Health Status (Network Connectivity, Hardware Health Status)  
• OS Health checks (Disk Usage, CPU and Memory Monitoring)  
• Antivirus Updates on the servers  
• Troubleshoot and resolve hardware, connection, and printer and software issues reported by Users.  
• Update network applications as required  
• Escalate requests to the appropriate party, as needed. Replace or repair defective parts and equipment  
• Monitor and remove virus, spyware, and other non-authorized software  
• Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations  
• Monthly backup activity for all Users   
• Quarterly Preventive maintenance activity for All IT Hardware & Equipment.  
• Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers.  
• Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations.  
• Vendor coordination for IT Equipment and other Networking Products & Problems.  
• Video conferencing support to users when required.  
• Providing solutions to user of branch office through remote applications.  
• Work on reducing expenses on IT Equipment & other Expenses.  
• Regularly reporting/updating reporting manager about all activity of IT Team.  
• Plan & Execute well then work load can be maintain.  
•on-boarding and off-boarding off the employee

**Professional Experience:**

* **WeWork India Management Services P LTD**
* **Job Responsibilities:**
* Responsible for the performance of the IT infrastructure, services and education of the Community
* Teams in the designated group of WeWork locations.
* Primary interface for the Member Technology Team providing a positive experience for WeWork
* Members through tailored IT solutions and the development and implementation of installation plans
* Support to the Community and WeWork Members to solve advanced technical issues and implement corresponding solutions
* Provide prompt response to Member problems and requests while managing and maintaining the ZenDesk system
* Educate and assess capabilities related to IT troubleshooting practices for the location based Community Teams to ensure they can provide level one technical support to the Members responsible for identifying and selling Member IT Services that generate revenue for WeWork
* Manage and engage third party vendors to perform cabling repairs and approved installs, Coordinate and partner with the Member Technology Networking Services Team with the troubleshooting and resolution of LAN & Wireless Network issues
* Coordinate and partner with the Member Technology Audio Visual Services Team with the configuration, administration and troubleshooting of location based Audio Visual equipment
* Coordinate and partner with the Member Technology Business Development Team with the opening of new locations and the provision of services to our Enterprise Members
* Configuration of network printing resources including printer servers, printers and other peripheral devices
* Experience in LAN, WAN, WLAN, and WWAN maintenance.
* Ability/Experience in configuring and installing various network devices and services (e.g., Routers, switches, firewalls, load balancers, Zone director)
* Performing network maintenance and system upgrades including service packs, patches, hot fixes and security configurations
* Provide Level-1/2 Support and troubleshooting to resolve issues.
* Work within established configuration and change management policies to ensure awareness, approval and success of changes made to the network infrastructure
* Select and implement security tools, policies, and procedures in conjunction with the company’s security team and provide Best polices for
* Implement, and maintain VOIP phone system to include phone servers, phones,
* Monitor and test network performance and provide network performance statistics and reports.
* Monitoring network engineering performance and ensure system availability and reliability
* Replacing faulty network hardware components when required and re-configuration.
* Perform first level trouble shooting on different OS platforms. (windows/Linux/Mac)
* **Randstad India P LTD**
  + - **Job Responsibilities:**

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• Providing solutions to user of branch office through remote applications.  
• Work on reducing expenses on IT Equipment & other Expenses.  
• Regularly reporting/updating reporting manager about all activity of IT Team.  
• Plan & Execute well then work load can be maintain.  
• Responsible for Troubleshoot the issue of remote user’s, End users.

* Responsible to take care about the Vendor Deal.
* Responsible to Take care about Mac User, Windows User, Outlook, Network Printer related issue.
* Report generation for ticket’s kind of ticket and closer of the month.
* Engineer’s Training and reporting.
  + - Provides support to remote users and other users
    - Carries out Desktops/Laptops – installation (Via SCCM) and setup, maintains software library and hardware inventory time to time.
    - Ensures data protection/ Data Security/ backup policies and procedures
    - Coordination work for regional project (e.g. template deployment, IT Audit check list
* IT procurement and billing administration
* Hardware Support
* Software Support
* IT Global Service Desk
* Change Management & Audit
* IT Compliance
* Inventory Update
* Remote Sites
* **Japan International Cooperation Agency (JICA): System Engineer-IT** 
  + - **Job Responsibilities:**

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* Responsible to take care about the Vendor Deal.
* Responsible to Take care about Mac User, Windows User, , Outlook, Network Printer related issues.

**Digital Management Services Pvt. Ltd. (Letsbuy.com): System/Windows Administrator**

* + **Job Responsibilities:**
* Assist team in resolution of hardware, software and system & Network issues.
* Analyze performance of the system and ensure the performance objective and availability of the requirements.
* Maintaining & Implementing of LAN & Wireless (Wi-Fi) based Network.
* Mail configuration & Troubleshoot in MS Outlook, Outlook Express & Thunderbird.
* Responsible for Managing and troubleshooting the Highly escalated issues i.e. Laptop and
* Desktops, IMAC, MAC BOOK, Linux.
* Responsible for providing the application support to the end users.
* Responsible for providing the Wireless network to the Guest users through the Wireless Routers
* Responsible for Managing the TREND antivirus server.
* Responsible for Managing the LAN infrastructure ofLetsbuy.com.
* Responsible for Managing the Servers i.e. DNS, DHCP with Windows server 2003.
* Responsible for Installing and configuring the New Server and providing the Hardware Support.
* Responsible for Troubleshoot the issue of remote user’s, End users.
* Responsible to Take Care about the Vendor Deal.
* Responsible to Take care about Mac User, Windows User, Linux based OS, Outlook, Network Printer related issues.

**Express KCS P Ltd (System Engineer): System Engineer/Database administrator**

* **Job Responsibilities:**
* Managing all aspect of System Administration, Network Management and maintenance of Software & Hardware.
* Responsible for providing the desktop system administration and support to the network.
* Responsible for Installation software, upgrading, maintenance and configuration of client’s PCs.
* Maintains network facilities like setting computers, drivers, printers and other Network devices.
* Mail configuration & Troubleshoot in MS Outlook, Outlook Express & Thunderbird.
* Hands on experience on various remote tools like (Remote Desktop Connection, Team Viewer, show my pc, Ultra VNC, Log me In)
* Responsible for providing help, support and assistance in initial installation of the system, setup and maintenance of User’s account.
* Installed, maintenance and configuration software server like Altium, CAD (PCB Designing Software) & AutoCAD.
* Responsible for Data Backup of User, Servers.

**Educational Qualifications:**

* Graduation from Himachal Pradesh University, Shimla

**Professional Courses:**

* One-year Diploma in Hardware & Networking from Institute of Advanced Computer Management (IACM), Delhi
* Microsoft Certified System Administrator on Server 2003 from IACM.
* Microsoft Certified Professional (MCP) on XP Professional 2003.
* Microsoft Certified Professional (MCP) on Server 2003.
* Certified Engineer on Office 2010 & Win 7.
* Microsoft certified Technology Specialist in Server 2016 .
* ITIL Certification in December 2017
* Office 365 , Solar wind and Symantec Backup training in Malaysia by Steelcase India Office .
* CCNA Certified.

**Technical/Hardware Skills**

* Windows 2008& 2016 Management, Installation of Various Network services Like DNS etc. Active Directory Architecture.
* Installation of different Operating Systems like Window XP Professional, MAC OS, Troubleshooting on MAC Book, I MAC, Windows 2000 Professional, Windows 2003 Server, Windows 2000 Advanced Server & can handle Troubleshoot.
* O365, Skype for Business and SharePoint online with One Drive.

**Certification:**

* Passed the Microsoft Exams for Windows 7 & Office 2010
* Microsoft Certified Technology Specialist.
* Microsoft Certification (MCP-70-270) on Windows XP
* ITIL certification
* MCSA2016 Certified.
* CCNA Certified.

**Link for Microsoft Details Online**

* **https://www.mcpvirtualbusinesscard.com/VBCServer/Vijay Kumar/profile**