

Mohit Tiwari

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| SYSTEM ADMINISTRATION | TECHNICAL SUPPORT | TROUBLESHOOTING|

## Microsoft Certification ID – 989204196

**Snapshot**

5.8 Years Experienced System Administrator with vast IT experience. Skills include server virtualization, computer networking, server backup, and replication analytical thinking and creative problem solving. Able to apply customer service concepts to IT to improve the user experience for clients, employees, and administration.

**Professional Qualification**

* BA English Delhi University Moti Lal Nehru College South Campus New Delhi 110021.
* MCSA (Microsoft® certified solutions Associate) Windows Server® 2016
* Diploma in Computer Hardware and Networking from Oxford New Delhi.
* Completed **MCSA Training** from Network Bridge South Ext. Delhi.
* Completed **CCNA Training** from Network bulls Gurgaon.

**Current Company Profile**

# Team computers Pvt Ltd.

Designation: Window System Administrator

Period: 18-July-2019 to till Date.

Company Profile: Founded in 1987 by Ranjan Chopra, Team Computers is a bridge between business needs and the world of IT solutions. We see ourselves as a trusted solutions partner. We understand your needs, Identify-Integrate-Support High quality, affordable IT Solutions.

**Roles and Responsibilities**

* Active Directory Installation Configuration and Management.
* FSMO Role Transfer/Seizer according situation
* Windows Server Patch Management via WSUS Tool.
* DNS configuration, record creation & record deletion.
* DHCP Reservation, Backup & Restoration.
* Installing and configuring FTP and File Server on server 2008, 2012, and 2016.
* AD OU and Group Policy Creation and Administration.
* Installation Configuration and Management WDS on Server.
* Creation/Modification and Deletion of Group Policy.
* Coordination with Vendor for Server hardware related Issue.
* Installation, configuration, and Management Windows Cluster failover issue.
* Disc Quota implementation user Level as well as Folder Level.
* Install and Configure Printers and Printer Drivers for network access.
* Installation and Troubleshooting of the VMware ESXI 6.0/6.5 Servers
* IT Support relating to technical issues involving Microsoft's core business applications, operating systems.
* Installation of IIS & .Net Framework, Windows Backup (Dell data protection rapid recovery) Tool.
* Installation Configuration and Management WDS on Server.
* AD Replication monitoring and regular health checks to be performed.
* Monitor all system alerts and assist to resolve complex issues in system hardware and software.
* Manage user’s access to network and permissions by users to change their computers or system
* Knowledge of various protocols and their operations like HTTP, HTTPS, IMAP, POP3, SMTP- TCP/IP Protocol.
* Understanding of network concepts and troubleshooting skills, DNS, IP and network hardware.

# Adecco India Pvt. Ltd.

Designation: - Server Engineer

Period: - 04 March- 2019 to 19-June 2019

Company Profile: - Adecco India Private Limited is a Private incorporated on 24 November 1999.

The Adecco Group India works to get people into work. Every day, we empower people of all ages and from all occupations to gain fulfilling and rewarding roles. In addition, we work closely with employers too. Understanding their needs. Then helping them to devise and deliver short and long-term hiring strategies.

# Roles and Responsibilities

* Active Directory Installation Configuration and Management.
* Active Directory Backup and Restoration.
* Windows Server Patch Management via WSUS Tool.
* DNS configuration, record creation & record deletion.
* DHCP Reservation, Backup & Restoration.
* Installing and configuring FTP on server 2008, 2012, and 2016.
* Creating Group Policies and implementation as per standard procedures.
* RAID Configurations and Disk management utility tools.
* Manually Create Web Sites and Application Pools in IIS.
* Windows Cluster failover issue.
* Installation Configuration and Management WDS on Server.
* Coordination with Vendor for Server hardware related Issue.
* AD Replication monitoring and regular health checks to be performed.
* Monitor all system alerts and assist to resolve complex issues in system hardware and software.
* Manage user’s access to network and permissions by users to change their computers or system

# Company Profile IBM Info Service Pvt. Ltd.

Designation: Window Administrator

Period: 02- Jan-2017 to 01-July 2018

Company Profile: - IBM Info Services is a company established by hard-core technocrats from the IT industry. It is formed with the sole purpose of rendering quality customer services to IBM global services.

## Roles and Responsibilities

* Installation and configuration new server.
* Windows Server Patch Management via IEM Tool.
* User ID creation deletion enables and disables.
* User password reset, Right assignment
* DNS configuration, record creation & record deletion.
* DHCP Reservation, Backup & Restoration.
* AD Replication monitoring and regular health checks to be performed.
* Handling Windows Virtual and Physical Server.
* Working on tickets assigned to our team and providing resolution within SLA.
* Coordination with Vendor for Server hardware related Issue.
* Mapping Home Folder and provide permission as per requirement
* Installing and configuring Wireless on workstations.
* Adding new routes in the routers through the Change management process.
* Coordinating with monitoring team for Network, Security, and Server Issues.
* Co-ordinate with the ISP for any link outage and various issues arising in the network.
* Monitoring of E1 and MPLS link connected throughout the Delhi NCR circle.
* Changing VLAN as per requirement and tagging of different VLANs at the switch port.

# Company Profile 3i InfoTech Pvt.Ltd

Designation: - Technical Support Engineer

Period: 14- July- 2014 to 31-December 2016

Company Profile: Headquartered in Mumbai, India, since inception in 1993, the company has been committed to driving business value across all industry verticals.3i InfoTech Limited is a global Information Technology company committed to Empowering Business Transformation. A comprehensive set of IP based software solutions, coupled with a wide range of IT services, and uniquely positions the company to address the dynamic requirements of a variety of industry verticals, predominantly Banking, Insurance, Capital Markets, and Asset & Wealth Management.

# Roles and Responsibilities

* Administration of Windows 2008, 2008 R2, Windows 2012 R2.
* Installation of Symantec antivirus, Scanning, and troubleshooting on the client end.
* Microsoft Outlook 2010 Mail Installation, Configuration, Troubleshooting.
* Configured and troubleshooting Network printer and Scanner like HP, Xerox.
* Installing All Microsoft related patches.
* Handling customer’s escalations.
* Vendor Coordination HP/Lenovo for Hardware issues.
* Device Lock & other Local/Network Policy updating on user Machines.
* Bit-Locker related issue.
* Managing and monitoring the all-technical type daily issues.
* Responsible for site management like upgrading h/w and s/w management.
* Handling installation & configuration of operating systems, applications, servers & workstations.
* Troubleshooting of LAN connectivity issues.
* Providing technical support for data and applications to clients.
* Taking care of virus related problems, planning any activity schedule.
* Handling day to day customers/Users Technical queries
* Responsible for Daily Technical operational issues.
* Daily Reports and team management.

Date: - (Mohit Tiwari)