RISHI KUMAR

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**PROFESSIONAL SUMMARY**

Experienced IT Executive & Network Administrator with over 7 years of Experience in Education / Battery / Automotive , Pharma & Textile Industry Industry. Excellent reputation for resolving problems, improving organisation satisfaction, and driving overall operational improvements.

**SKILLS**

* Installations, Configuration and Troubleshooting of Windows ( 2K,2K3,XP, Win7,Win8, Win8.1,Win10 )
* DNS,
* DHCP,
* Active Directory,
* Domain Controllers
* TCP/IP
* Desktop Support
* Remote support and application knowledge.
* Software’s - OS-level troubleshooting in Win 7 & Win 10, MS Office 2016, etc.,
* Outlook / Mail configuration.
* Windows applications troubleshooting, Windows updates failure troubleshooting.
* Antivirus troubleshooting.
* Wi-Fi Configuration.
* Video Conferencing troubleshooting
* Handle daily technical support activities on desktop support
* Basic knowledge of server Interaction, Adhering to SLAs.
* Identify Improvements & quick resolution on day to day IT Operations
* Handling Outlook and Mailbox related issues.
* Manage website Restriction in Fort iGATE (60-D) Firewall.
* Manage website Restriction in Dell Sonic wall (NSA-220) Firewall.
* Manage Watch Guard (T-50) Firewall.
* Security
* Cisco
* WAN/LAN
* Interpersonal
* Problem Solving
* Enthusiasm
* Team Working
* Initiative
* Attention to Detail

**WORK HISTORY**

**FACULTY & NETWORK ADMINISTRATOR FOR MCSE AND CCNA | 01/2004 to 02/2011**

**SIIT – Hoshiarpur, Punjab**

* Provide coaching to students for Hardware , Networking , MCSE & CCNA
* Installing , Configuring & troubleshooting Operating System in Windows 2000, Windows 2003, Windows 7 environment
* Setting up LAN network & configuring both workgroup and domain level networking in IT Labs
* Keeping record of various hardware devices, software’s and maintaining computer Labs

**CENTRE HEAD AND FACULTY FOR MCSE AND CCNA | 03/2011 to 06/2013**

**Computer Tech – Una, Himachal Pardesh**

* Hired and mentored well-qualified job applicants for teaching and support staff roles
* Manage all Centre related Operations
* Taking classis of Hardware , Networking , MCSE & CCNA

**NETWORK ADMINISTRATOR | 12/2013 to 07/2014**

**Gybhs InfoTech (P) Ltd. – Jalandhar, Punjab**

* Installing, Configuring & troubleshooting Operating System in Windows 2000, Windows 2003, Windows 7, Win10 environment
* Setting up LAN network & configuring both workgroup and domain level networking in Head office
* Active Directory GPO Management as per Organization & Client policy
* Active Directory Users/Groups Management as per Organization & Client policy
* Domain Controller & Additional Domain Controller Management per Organization & Client policy
* Taking daily backup of emails , documents and accounting Software
* Manage Antivirus Software on Desktop as well as Laptop Systems.
* Coordinating with Computer Vendors for purchase of IT equipments
* Configuration & deployment of latest security patches & updates release by Microsoft
* Manage FTP Server, Users Mapped Drives ( Home Folders )
* Installation & Configuration of Windows deployment service for remote Installation of Windows 7 in workstations through RIS.
* Manage Lease Lines
* Manage all CCTV Cameras & their backups

**IT EXECUTIVE | 05/2015 to 04/2016**

**Lectrix Motors Pvt. Ltd – Gagret, Himachal Pardesh**

* Installing, Configuring & troubleshooting Operating System in Windows 2003, Windows 7, Win10 environment
* Setting up LAN network & configuring both workgroup and domain level networking in Battery Plant Site
* Active Directory GPO Management as per Organization & Client policy
* Active Directory Users/Groups Management as per Organization & Client policy
* Domain Controller & Additional Domain Controller Management per Organization & Client policy
* Taking daily backup of emails , documents and accounting Software
* Manage Antivirus Software on Desktop as well as Laptop Systems.
* Coordinating with Computer Vendors for purchase of IT equipments
* Configuration & deployment of latest security patches & updates release by Microsoft
* Manage FTP Server, Users Mapped Drives ( Home Folders )
* Installation & Configuration of Windows deployment service for remote Installation of Windows 7 in workstations through RIS.
* Manage Lease Lines
* Manage all CCTV Cameras & their backups
* Installing & Configuring & Managing Printer server
* Request Handling , Raising problem cases, Disk Management
* Manage Barcode System
* Taking Online Backup through DurvaInsync
* Manage Fail-Over and website restriction in Dell Sonic Wall Firewall
* Manage Lease Lines
* Manage Skype for Business
* Provide support for O365 Users in Plant

**NETWORK ADMINISTRATOR | 09/2016 to 31-10-2019**

**Pyramid College of Business & Technology – Phagwara, Punjab**

* Installing, Configuring & troubleshooting Operating System in Windows 2000, Windows 2003, Windows 7, Win10 environment
* Setting up LAN network & configuring both workgroup and domain level networking in University Campus
* Coordinating with Computer Vendors for purchase of IT equipments
* Configuration & deployment of latest security patches & updates release by Microsoft
* Manage FTP Server, Users Mapped Drives ( Home Folders )
* Manage Lease Lines
* Manage all CCTV Cameras & their backups
* Installing & Configuring & Managing Printer server
* Request Handling , Raising problem cases, Disk Management
* Manage Watch guard T-50 Firebox
* Manage user authentication for Internet Access through Firewall
* Manage Wi-Fi setup within College premises
* Manage Firewall Log Server
* Provide Support for Desktop & Laptop issues
* Provide Support for Smartphone’s concerns when necessary
* Monitoring & Maintaining computer System & Network
* Diagnose and resolve technical issues related to Windows Operating System
* Conducting Electrical safety checks on computer equipments
* Reporting faults and maintaining logs on servers, Desktops and Laptops, network equipments, printers etc..
* Antivirus installation /Monitoring to all desktops and laptops locally
* Supporting the roll-out new applications
* Support Access Control & attendance system
* Mange IT Asset inventory
* Setting up new users accounts and profiles and dealing with password issues
* Network Printer Installation.

**IT INCHARGE (Dept. Of EDP ) | 08/2202 to Present**

**Jindal Medicot Ltd. , Una. H.P**

* Installing, Configuring & troubleshooting Operating System in Windows 2000, Windows 2003, Windows 7, Win10 environment
* Setting up LAN network & configuring both workgroup and domain level networking in University Campus
* Coordinating with Computer Vendors for purchase of IT equipments
* Configuration & deployment of latest security patches & updates release by Microsoft
* Manage FTP Server, Users Mapped Drives ( Home Folders )
* Manage Lease Lines
* Manage all CCTV Cameras & their backups
* Installing & Configuring & Managing Printer server
* Request Handling , Raising problem cases, Disk Management
* Manage Wi-Fi setup within Plant
* Provide Support for Desktop & Laptop issues
* Provide Support for Smartphone’s concerns when necessary
* Monitoring & Maintaining computer System & Network
* Diagnose and resolve technical issues related to Windows Operating System
* Conducting Electrical safety checks on computer equipments
* Reporting faults and maintaining logs on servers, Desktops and Laptops, network equipments, printers etc..
* Antivirus installation /Monitoring to all desktops and laptops locally
* Supporting the roll-out new applications
* Support Access Control & attendance system
* Mange IT Asset inventory
* Setting up new users accounts and profiles and dealing with password issues
* Network Printer Installation.

**EDUCATION**

**H.P UNIVERSITY SHIMLA. | B.COM**

**CERTIFICATIONS**

* One year Diploma in Repair and Maintenance of PC Hardware
* Microsoft Certified Professional (MCP)
* Microsoft Certified System Engineer (MCSE)

**Salary Expectation**

**Rs. 30000/PM**

**Thanks & Regards**

**Rishi Kumar**