

SHUBHAM SOOD

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a Mohali, Punjab 160062

PROFESSIONAL SUMMARY

IT Support Specialist with 5.5 years of experience in Administration of Windows OS, Linux, Citrix, VMware, IVANTI, Exchange server 2016 providing hardware support for Windows helping 900 employees.

SKILLS

- Windows & MAC systems
- Linux, Ubuntu and CentOS
- Data recovery
- Software diagnosis
- TCP/IP
- Technical issues analysis
- VMware
- Citrix
- Exchange server 2016
- Active directory
- IVANTI
- Microsoft products
- Technical Support
- Desktop support

EDUCATION

Panjab University
GGDSD College • 03/2016
M.SC. (IT): IT

Punjab Technical University
Gian Jyoti Institute Of
Management And Technology
• 03/2014

Bachelor of Computer

WORK HISTORY

Edifecs Technologies Private Limited - IT Support Specialist

Mohali, Punjab • 01/2017 - Current

In Edifecs, I'm working on various technologies.

- 1) I'm working on Citrix, VMware, IVANTI, Active directory and Exchange server 2016.
- 2) Citrix Management (Creating, Troubleshooting, Backups of VM machines).
- 3) Management of IVANTI (Installation of antivirus in all machines through IVANTI administrator console, OS provisioning in laptops, Repairing of AV files, Scanning of machines, and installation of updates and software from backend).
- 4) Management of Virtual machines in VMware.
- 5) Onboarding (IT orientation)/Offboarding tasks.
- 6) Writing KB articles for day to day issues.
- 7) Various Microsoft products like Office 365, MS outlook, VPN, Skype for business, MS teams (Installation, ID creation, Troubleshooting etc..).
- 8) MS exchange server 2016 (Groups, DL's, ID creation, Emails backup, forwarding etc..).
- 9) NOC monitoring on Solar winds (Adding, Removing, monitoring of servers on ENOC).
- 10) Conference room equipment's troubleshooting.
- 11) Providing technical assistance and support for all incoming IT Helpdesk requests and issues related to computer systems, application, services, software, and

Applications: IT

hardware either in person or remotely over the phone.

12) I'm comfortable to work in any shift.

Indian School Of Business - Associate Network Engineer

Mohali, Punjab • 03/2016 - 12/2016

- 1) Install, monitor, repair, and maintain LAN infrastructure.
- 2) Ensure smooth and proper functionality of network system.
- 3) Maintain hardware components and associated cabling and wiring.
- 4) Troubleshoot network hardware and software problems.
- 5) Worked on Cisco Catalyst 2960 Series Switches.
- 6) Administered network monitoring tools and reset passwords.
- 7) Worked on Cisco CUCM software.
- 8) Daily IT helpdesk tasks.
- 9) Monitoring of alarms of network devices.

COMPETENT SYNERGIES PVT.LTD - IT Engineer

Mohali, Punjab • 03/2014 - 08/2015

- 1) IT helpdesk management.
- 2) Microsoft products installation and troubleshooting.
- 3) Asset management.
- 4) Monitoring of server alarms.
- 5) Create, test and develop current Workstation images. Test, evaluate, and package software and applications for workstation distribution.
- 6) Vendor management.