

## VIBHU | ADVANCED SYSTEM ADMINISTRATOR

### TOP TECHNICAL COMPETENCIES

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- ConnectWise Automate: Deployment of Automate Agents, Patching, Monitoring, Alert Automation, Groups and Search creation, Virtualization Manager, Report Center, PowerShell Scripting.
- ConnectWise Manage Ticket Lifecycle, Calendar, Timesheets.
- Windows Server and Active Directory: User Management, Group Policy Management.
- DNS: Records and Zones.
- DHCP: Scopes, IP Reservation.
- Office 365 Administration and Migrations.
- Firewall: Cyberoam, Fortinet
- Antivirus: Sophos, MacAfee, Symantec
- Spam-Filter: EOP
- Virtualization: Hyper-V, VMware.

### EMPLOYMENT

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#### **IT By Design**

**August 2019 - Present**

#### ADVANCED SYSTEM ADMINISTRATOR

- Managing Windows Core servers, Headless Server.
- Working on Hyper-V servers and managing VMware servers.
- Hands-on experience with Azure and its services like Azure Virtual Desktop, Azure Active Directory, Azure backups, Azure Bastion.
- Migrated and Upgraded Active directory Servers.
- Automated Software Installation and Removal using PowerShell and Automate.
- Managing Clients Portals using Microsoft Partner Portal.
- Updated and Upgraded Microsoft Exchange Servers for clients.
- Responsible for Managing Network Printers and their Setups which Includes Scan to Folder and Scan to Email.
- Managing Server Security and Remediations, Patching Servers during Off Hours which not only included OS Patching but also Managing Firmware Upgrades as well.
- Responsible to managing ILO and IDRAC Configurations to make sure these features are available when required.
- Troubleshooting Server Reboot & Failures.
- Configured PRTG Server and Monitor Uptimes and Services of all the Client Servers.
- Worked as Backup Administrator, Good Experience working with Storage Craft Backups and its Monitoring Appliance.

#### HEADQUARTERS

IT By Design, PO Box 149, Marlboro, New Jersey, 07746  
P 212.888.1919 | F 646.349.2572

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- Opportunity to create FTP Server Windows Native and using FileZilla FTP Server as well which we use to collect backups from all the clients to one consolidated offline storage location.

## **Pacific Infotech**

**October 2011 – July 2019**

### SENIOR ANALYST

- Managing and Supporting 7 clients having user counts variation from 20 users to 350.
- Managing Synology NAS has also managed the Windows Backup Server.
- Office 365 Administration.
- Proactive maintenance of Servers, Workstations, and Devices.
- Configuring and Sup PRTG to keep an eye on our complete infrastructure.
- Involved in managing and taking care of Backup Servers which include App Assure Servers & Backup Exec. Servers, and providing Marcum Reflect Backup etc.
- Use to manage KVM setups for the Servers as well for the clients so in case of any Emergency, we will not have to contact clients during off hours.
- Hands-On experience in resolving issues with all the possible Microsoft and non-Microsoft software on client OS.
- Have also given support to Mac OS basic management and day-to-day task including occasional troubleshooting.
- Have experience of Patch management using the WSUS server.
- Extensive experience in implementing and supporting production environment Critical Systems, Backups, Virtual Environments, Networking, and Disaster Recovery Systems.
- Expertise in monitoring the maintenance of servers, notebooks, desktops, and other IT equipment of the organization; proven skills in establishing and implementing security policies
- Developed and implemented project plans, risk assessments, and contingency plans while monitoring configuration management of several server operating systems.
- Maintained VMware ESXI & Hyper V servers through a Web interface and vSphere ESXI Management Console and vCenter Server.
- Created and deployed VMware ThinApp Applications; managed AD User, Policy Management & Editing, WDS, WSUS Server (Patch Management).
- Knowledge of troubleshooting Windows Issues using Sysinternals Tools, including Process Explorer, Monitor, and Autoruns.

## **Dell International**

**June 2011 – September 2011**

### TECHNICAL SUPPORT ASSOCIATE

- Supporting US Based clients with their Dell Machines which included all the dell internal software which comes bundles with dell Laptops and Desktops.
- Troubleshooting Desktop issues.
- Troubleshooting Dell Hardware issues.

### HEADQUARTERS

- Diagnosing and fixing issues caused by Viruses, Malwares, spyware, CryptoWares.

## Teleperformance

May 2010 – June 2011

### ASSOCIATE

- Supported various Adobe products helping the customer with their technical issues as well as how to issues.
- Supported Products included Photoshop, Aftereffects, Premier elements (Imaging Queue); Adobe after effects, Premier Pro, and Encore (Video Queue).
- The setup and maintenance of the new infrastructure of Windows 2003, Windows 2008 Server Edition, Domain Controller, DNS Servers, DHCP Servers, File Server, and Print Servers.
- Administering Oracle Clinical 10.0 and SAS PheedIT Server like Creation of Users and per the Company Policy and responsible for Back and Restoration of Data as per the policy.
- Administering the functions like User ID Management, Disk Quotas, Governing Groups, and Permissions and Implementing and changing the Domain Security Policies for the users according to the Hierarchy levels in the company.
- Working with Disk Management Tools like Adding, Extending, and Deleting Disks on Physical and Virtual Servers.
- Troubleshooting IBM/HP and Dell physical server issues and managing them via Remote console.
- Responsible for 3rd party vendor coordination for visit and troubleshooting, Escalation of Server/Desktops related Hardware Alerts to onsite maintenance
- Responsible for AD Replication monitoring and regular health checks to be performed.
- Creating Group Policies and Implementation as per standard Operating Procedures.
- Configuring Domain and Local Security Policies.
- Data Backup & Restore using Symantec Backup Exes 3012 and Sync Backup as per the Corporate-Disaster Management IT Policy.
- RAID Configurations and Disk management utility tools. Creation and Deletion of RAID 0, 1, 5 on IBM/Dell and HP Servers.
- Perform Daily Security Health Check of Windows Servers and other compliance-related activities.
- Controlled Reboot of Server for hardware repair/replacement.
- VNC and Ammy Admin, Team viewer remote administration tool to support remote and home-based users.
- Perform timely Patch management as per the Schedule and policy.
- Deployment of Monthly MS Fixes / Patches Installing Microsoft Patches and hotfixes on Servers
- Controlled Reboot of all systems after patch application and was responsible for Removal of Patches if issues occur.
- Responsible for managing the team of 03 IT professionals and guiding junior administrators in of any Desktop/Server related Issues.

## Wipro

January 2009 – May 2010

### HEADQUARTERS

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## ASSOCIATE

- Supporting US-based customers
- Supporting costumers Printers' lineups i.e. Lazer printers, Deskjet Printers, Inkjet Printers.
- Printer Hardware and Software Troubleshooting.

## EDUCATIONAL QUALIFICATION

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- Bachelor in Technology

## PROFESSIONAL CERTIFICATION

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- Microsoft Certified Solution Expert
- Microsoft Azure Administrator (AZ-104)

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