RICH | ADVANCED SYSTEM ADMINISTRATOR

TOP TECHNICAL COMPETENCIES

- Windows Server: MDT & WDS Deployment Services, Volume Licensing, Windows Update & Patches Management, BitLocker, Performance Troubleshooting.
- Active Directory: User Administration, Group/OU Management, Domain Administration, File Shares, Print Server Administration.
- End User Support: Hardware & Software Support, MS Office Application Support, Printer Troubleshooting, Desktop Network Connectivity, Third Party Application Support.

EMPLOYMENT

IT By Design   **November 2022 - Present**
ADVANCED SYSTEM ADMINISTRATOR

Concentrix   **December 2019 – October 2022**
SENIOR ADVISOR

- Communication with the Customers on Call, Email, or MS Teams meeting to help them with their issues related to Windows Update and Upgrade via manual installation (.Msu or .Cab), Windows Update Agent (WUA) installation.
- Log analysis on the bases of Issues and incidents in the customer's environment to understand the issue and provide them with the appropriate action plan in detail as well as help them to implement the action plan on the test/production machines.
- Educate the customers to understand the issue's origin, log analysis, and provided troubleshooting steps or action plans so if he/she faces the same issue in the future, could fix that.
- Applications management & creation of package and configuration via Active Directory, Group Policies.
- Provide consultation to customers to deploy, configure, understand, and troubleshoot the Windows Autopilot, Windows Deployment Services (WDS), Microsoft Deployment Toolkit (MDT), Automatic Virtual Machine Activation, Volume Activation Management Tool (VAMT), System Preparation (SysPrep), Managing the configuring Key management Service (KMS) host and clients, Bit locker encryption, and Active Directory-based activation (ADBA) configuration and troubleshooting.
- Deploying patches, software updates management, applications management, and creation of package and configuration for Active Directory, group policies, PKI Certificates.
- Hands on experience with power shell, and SQL scripting.

Kanpur Edibles   **July 2011 – December 2019**
SYSTEM ADMINISTRATOR

- Managing Active Directory, ERP, Attendance System, surveillance system, Windows Servers 2008r2 2012, 2012 R2, and 2016, and SCADA, etc.

- Managing Windows Volume Activation (KMS, VAMT, AVMA, and ADBA).
- Managing the windows patching and group policies to manage the client machine.
- Worked on No boot, BSOD, Internet, and Networking related issues over client machines.
- Used to provide software & hardware-related troubleshooting.
- Helping On site technicians to replace the hardware.
- Reporting and management of CCTV/DVRs, IP cameras, NVRs, & PLCs.
- Networking (Network Planning, LAN network based on RFs (Radio Frequency) and Optical Fiber and Maintenance) of the complete windows and MacOS environment.

Sun Corporation   **August 2010 – August 2011**

SYSTEM ENGINEER

- Handling internal IT
- Performance issues of windows and MacOS environment.
- Management of the LAN network resources like printers and shared drives.

PROFESSIONAL QUALIFICATION

- Bachelor's in Business Administration.

PROFESSIONAL CERTIFICATION

- Azure Fundamentals (AZ-900)