Oscar

Phone: - 8958204204

CAREER OBJECTIVE

- To build a successful career in an organization, utilizing my management, problem solving, communication, interpersonal skills and fast learning abilities.
- Prove to be a great asset to the organization.

PROFESSIONAL QUALIFICATION

- Bachelor of Technology in Mechanical Engineering in 2013 from the SAM HIGGINBOTTOM INSTITUTE OF AGRICULTURE, TECHNOLOGY AND SCIENCES (Deemed-to-be-University), Allahabad (U.P.), formerly known as ALLAHABAD AGRICULTURAL INSTITUTE, ALLAHABAD.

EDUCATIONAL QUALIFICATIONS

- Completed SENIOR SCHOOL CERIFICATE EXAMINATION (INTERMEDIATE) from St Clare's Senior Secondary School, Agra Cantt, in the year 2009.
- Completed SECONDARY SCHOOL EXAMINATION (MATRICULATION) from St Clare's Senior Secondary School, Agra Cantt, in the year 2007.

WORK EXPERIENCE

Current Organization: - Working for Pacific Infotech as a System Administrator since September 2019.

- I am responsible for IT Support to our London – UK based Clients (Henley Homes, Rational FX, Cortel and Innocean UK, Stoke Park).

- I am also the account manager for all the 3 clients and primarily work on the issues with Networking and Servers, creating Active Directory accounts, GPO and Group Policies working on Domain Controllers, VPN, Microsoft Office 365 administration, CCTV Issues, other IT issues like Wi-Fi Issues, Network Printing Issues,

- Provide support for 3rd Party applications like, Sage 50 Cloud, SWIFT, Barclays, Autodesk Revit, Autocad and SmartLock.

- I also work on People Soft Onboarding / Off boarding and IT Asset management.

- Provide right consultancy for IT Hardware as per client's requirements.

Previous Organization: - **Incedo Inc**. as Technical Support Engineer and after 2 years promoted to Senior Domain Specialist.

As Technical Support Engineer I was responsible for supporting the US Client CampusEAI. CampusEAI is a consortium of 122 top Universities and Colleges in US.

- Providing IT support to international students, staff and employees of 54 Universities with their accounts like **Active Directory**, **LMS** (like Blackboard, Canvas, Moodle and D2L), **Banner**.
- Correctly logging incidents, categorizing and prioritizing them based upon impact to the users and SLA guidelines.
- **AD Management**: - Such as Password Reset/Unlock New User (Creation/Modification/Deletion) Request.
- Installing the applications requested by the end users, providing users the required permission for the shared network drives/ folders and on groups.

As a Senior Domain Specialist, I was shift supervisor handling a team of US Support for 75 Universities / Colleges in different parts of US.

- Handling Team escalations and daily quality audits.
- Preparing rosters for the shift
- Daily briefing of the team.
- Conducting random call audits and call barging and provide feedback to the team.

Previous Organization: - **Interglobe Technologies Solutions** (IGT) as a Process Associate for 1.8 years for **SITA** (Society International in Telecommunication and Aeronautics) Project.

- Provided L1 technical support to Employees of SITA. Responding to their technical queries via calls, emails and Case Management Problem Tickets initiated by them through self-service web portal on a variety of desktop and application relates issues and products.
- Also dealt with 3rd party clients like **OBS**, **NIIT**, **IBM**, **WNS**. as a regular support to them.
- **Lotus Notes** (8.5) Admin Activities like: Lotus Notes Account Creation, Modification, Creation and Deletion of Distribution List and Lotus Notes Unlock/Password Reset.
- Creating Safenet VPN Account and support the VPN Issues,
- Supporting Internet and Wi-fi Incidents,
- Microsoft Outlook Support,
- Creating Active Directory accounts,
- Creating On-Boarding, Off-Boarding account for the SITA Employees,
- Creating C2C, BOSS Accounts, Remote Support,
- Working on ITSM and SERVICE HUB Ticketing Tools,
- Employee's IT Asset Management
- Incident Management and Change Management on the basis of user affected by the incidents.

SOFTWARE KNOWLEDGE

- Worked on Ticketing tools like **ITSM**, **Service-hub (Trillium), Service-now, Salesforce, WebHelpDesk, Sys-Aid, KACE, Footprint, Jitbit, Parature, LanDesk, TrackIT, Service Desk, Mojo Help Desk, Service Manager, Spiceworks, Team Dynamix, DiagWin, Manage Engine, Remedy and Helixnet-Samanage, Onedesk, RMM Naverisk, RMM Comodo, RMM Datto .**
- Having hand on knowledge on **Active Directory** (AD), **SAS VPN** (as Admin)**, Lotus Notes** (as LN Admin), **Office 365.**
- Worked on virtual machines like **VMware, Citrix Receiver, AWS**.

- Worked on Remote Desktop Server, in order to perform administrative tasks on the AD Accounts.
- Trained on handling high priority Incidents & Problems related to network, firewall issues.

SKILLS

- Team Work and Management,
- Good Communication and interacting skills,
- Ability to conceive and implement new ideas,
- Expertise in working in fast paced and high-tech environment.

PERSONAL DETAILS

- Date of Birth : 20th October 1990
- Sex : Male
- Marital Status : Unmarried
- Languages known : English, Hindi.
- Father's Name : Mr. LOUIS THOMAS
- Interests and Hobbies : Play Guitar and Keyboard, Music. Travelling,
- E-mail ID : -

- Permanent Address : Basant vihar
  Khushalpur Road Moradabad
  Pin Code – 244103

Declaration

I hereby declare that all the information is true and complete to the best of my knowledge and nothing has been concealed / distorted.

Place: Moradabad   Oscar