

Mr. Hitesh Avinash Chaudhari.

Email: chaudharihitesh235@gmail.com

Mobile No.: +919404750783 / 9552917079

OBJECTIVE:

To strive for Excellence in the field of IT support engineering with positive attitude and passion, and to utilize my knowledge and skills in the best possible way for the fulfillment of organizational goals.

PROFESSIONAL EXPERIENCE:

- Total 3+ years of experience as a **Desktop Support Engineer**.
- Worked at Concentric as **Technical Support ENGINEER** for 17 Months.
- 19 Months experience as **Support Engineer (DL2)** in CMS IT Services for client since Sept. 2016.
- And total 2+ years of experience as **System administrator** and relevant to **Microsoft Azure** is 1.3 years of experience.
- Currently working with U and D square solution as **System administrator** with US client.

Responsibilities at U&D Square Solutions:

- Experience in tailoring Azure Virtual Machines, Disks and Azure Networks (and associated, differing devices for various workloads) per business requirements, including implicit requirements (reducing costs, securing access, managing maintenance plans)
- Hands-on knowledge in the use of Azure Monitor, Vulnerability Assessments, Security Centre for the purpose of exhaustive monitoring and alerting for machines (on premises/ Azure), network appliances (Azure Firewall, Azure Load Balancer, and Azure App Gateway), networks (wired, virtual).
- Well versed in the use of various Azure based Backup and Restore solutions for on premises machines and Azure virtual machines.
- Experience in the setup, use and administration of Azure Storage Accounts.
- General command over AD and Azure AD administration, interconnectivity.
- Proficiency in infrastructure to Cloud Migrations at various scales.
- Understanding of the use of PowerShell scripts for most administrative tasks.
- Managing on premises servers, firewalls and manage antivirus on servers and end users workstations.
- Monitoring all servers' and firewall performance and firewall and routers connectivity.
- Troubleshooting issues related to servers', exchange servers, firewalls appeared offline during maintenance mode.
- Patch management of all servers and firmware update of firewalls and Aps.
- Audits – Antivirus audit, firewall audits, stale accounts audit, veeam audits, Dark web monitor.
- Reports – Pivot report for recurring alerts and critical alerts received.
- Experience in troubleshooting a whole variety of remote server issues using the following tools:
Kaseya: Remote VM administration tool
Connect wise: ITIL based SaaS solution

Auvik: Network monitoring application
IT Glue: Centralized secret management software

=====

Responsibilities at Concentric:

=====

- Provide answers to customers by identifying problems; researching answers; guiding customers through correct steps.
- Improves customers' reference by writing and maintaining documentation.
- Improves customers' system performance by identifying problems; recommending changes.
- Participates in development of client training programs by identifying learning issues.
- Logging the queries of customers and ensure all issues are properly logged.
- Diagnosing and solving hardware and software faults.
- Testing and evaluating new technology.
- Responding to call-outs in a timely fashion.
- Talks customers through a series of actions over phone and replace the part as required.
- Priorities and manage open cases at one time.

=====

Responsibilities at CMS:

=====

- Installation and of Windows OS and Business Software's such as SAP, VPN etc.
- Manage Hardware and Software inventory of all Servers, Virtual Machine and Desktop machines.
- Installation, Troubleshooting and Maintenances of IT related issues.
- Troubleshooting of basics issues in network.
- Troubleshooting of critical issues in the Windows OS with the help of the Windows Registry and other Windows Features.
- Handling Video Conferences and other Call Conferences with help of networking and Remote connections.
- Installation and Configuration of basic application which are used by customers.
- Checklist for data centre and server rooms.
- Customize desktop hardware to meet user specifications site standard as per the requirements.

EDUCATION Qualification:

- BE (First Class) – NMU University
- Microsoft Azure Administrator AZ-104

INTERESTS:

- Playing football.
- Viewing YouTube channels