SANKET KHANDELWAL

WINDOWS SYSTEM ADMINISTRATOR

📞 7888578715   ✉ skhandelwalchd@gmail.com

SUMMARY

Committed and dedicated Windows System Administrator working since 10 years in the industry. Capable to manage all the servers, network equipment and any other IT infrastructure for an organization. Possessing a positive attitude towards customers and assisting them in dealing with problems. Ability to setup a network of an organization and keeping a thorough check to ensure all services are running effectively.

EXPERIENCE

WINDOWS SYSTEM ADMINISTRATOR
IT BY DESIGN | Chandigarh | Feb 2016 - Present

• System Administration and Management Services.
• Providing support & Administration to the Windows Platform Desktop and Servers
• Installing and configuring the Windows Server features & Roles.
• Installing of Service packs, patches and Microsoft approved hotfixes
• Creating and deleting groups adding and removing users from groups and Handling the OU's by applying GPO.
• Troubleshooting the windows OS issues and if required escalate it to vendor
• Active Directory, Online Exchange (Office 365) administration and Rackspace etc.
• Administration of Hyper-V Server, Hyper-V replication, Hyper-V clustering and VMware.
• Managing Exchange Server administration & Environments: Directory Sync and Hybrid Mode.
• Managing AWS cloud environment.
• Administration of DNS and DHCP server
• Handle public DNS records updating as per requirement and domain registration
• Administration of Remote Desktop Server, Publishing remote applications and virtual desktops.
• Handling issues related to Servers and Desktops.
• Hands on experience in technical support for clients in U.S
• Handling the entire infrastructure for them ranging from Desktops, Servers (2008,2012, 2016)
• NOC (Network Operations Centre) handling issue related to servers going offline, high CPU usage, low disk space etc.
• Working on spam filters like MacAfee, Rackspace, Reflexion.
• Remote Tool: - Automate
• Ticketing Tool: - ConnectWise & Kaseya
• Working on managed antivirus clients like Symantec Management Console, Kaspersky, Webroot etc.
• Working on Backups including Acronis and Datto
• Working on Disaster Recovery issues on Datto
• Working on printer issue on network, scan and email, scan to folder issues.
• Managing Client servers and Desktop Backup from Acronis Cloud and Datto Backups, Restoring backups during disasters.

WINDOWS SYSTEM ADMINISTRATOR
Inflix Technical Support | Mohali, Punjab | Dec 2014 - Feb 2016

• Installing & maintaining servers (Windows Server 2008 R2, Active Directory, DNS, and DHCP) System upgrades, system documentation, daily administration, and problem solving as well as assisting users in problem resolution as needed
• Providing day to day Help desk support to 200+ on-shore and off-shore employees

SKILLS

Windows System Administration

Windows Server systems

Backup Services

VMWare clusters

Troubleshooting

Systems performance

Technical Support

Office 365 Administration

MS Exchange Administration

Datto Backups

Acronis Backups

HyperV Management

EDUCATION

Masters of Computer Education
Sikkim Manipal University

Bachelors of Computer Application
Sikkim Manipal University

- Support related to installation, update, configuration, operations, performance, or other aspects of information technology products and services
- Implemented Additional Domain controller in Windows 2008/2012
- Managed the domain hosting, web hosting from third party vendor
- Managed company's application and shared folder backups using Microsoft OneDrive
- Managed backups of important employees by scheduling backup through Backup & Restore feature in Windows 7 and Windows 8 OS
- Implemented the Hyper V Clustering in the Production Environment
- Managing user shares backups and virtual machine backups through DPM.
- Implemented Print Server in company environment.
- Implemented WDS Server in India Office and US Office.
- Managing SCCM server for Pushing Security Patches.
- Implemented Hyper V replication.
- Tested failover of hyper V machines in same test environment.
- Administration of DC with ADC Windows 2012 of 200+ users.
- Configured Group Polices, Security Policies, IIS, FTP.
- Monitored Error logs of different servers and resolving them.
- Troubleshooting Hardware issues raised by the users.

SR. TECHNICAL SUPPORT ASSOCIATE , LEAD QUALITY & LEAD RECRUITMENT

IBM Global Support/ Concentrix | Chandigarh | Jun 2010 - Dec 2014

- Providing server & network support to the client/ users based out in UK, USA/ Canada and Australia
- Maintaining daily call records on intranet-based tool
- Managing and troubleshooting the issues related to Windows XP, Vista, 7, 8 OS
- Managing & troubleshooting the issues on Mac & Linux based operating systems
- Management of file servers on Windows Server 2008
- Openfire instant messaging server support & management
- Installation of various software's according to clients need
- Configuration & management of backup servers using Retrospect backup
- Research for new IT implementations in the organization
- Responsible to installing and configuring secure printing setup on user's Workstation
- Managing Trend micro antivirus for all workstations
- Responsible for Hardware and software support
- Worked with Quality TL and ensured continuous audits are performed
- Worked with client and created MIS reports
- Discussed all the quality challenges with client and ensured process compliance across process floor
- Worked as a Lead Recruitment and handled day to day recruiting activities
- Worked with vendors on call/ site visits to ensure continuous footfall and interviews are conducted in a timely manner

LANGUAGES

English (Expert)

Hindi (Expert)

Punjabi (Intermediate)

HOBBIES

Anchoring

Music

PERSONAL DETAILS

Address
Flat No. 16C, Green View Homes, Zirakpur, Punjab