



AIMAN PARVEZ

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To achieve high career growth through a continuous learning process and keep myself dynamic, visionary and competitive with the changing scenario of the networking world.

PROFILE SUMMARY

- A dynamic professional with 6 years of experience in IT Infrastructure Management.
- Managing CISCO Router and Switches.
- Expertise in Remote Desktop Support on Windows Platform
- Able to manage LAN/VLAN Technologies

CORE COMPETENCIES

- Spearheading the Network operations management, providing 24X7 support and coordinating with vendors relating to all technical aspects of IT infrastructure
- Providing Remote Support to the user to troubleshoot the problem.
- Responsible for high availability of network performance, Team management and user management to clients.
- Administering problems pertaining to Performance Tuning and Data Security.
- Addressing queries regarding the information system / Network support to the clients including maintenance of Network.

ORGANISATIONAL EXPERIENCE

Currently Working as Support Manager in Infrastructure in start-up firm FRETUS TECHNOCRATS from August 2017.

- Working as an Executive generating leads and converting them in a business, applying model of corporate sale.
- Providing Remote Support to all our clients to resolve the problem related to outlook and software installation etc.
- Handled end-to-end Change, Incident and Problem Management for all the customers.
- Providing Customer support end to end on Biometric Devices, Network Devices, EPABX and IP Surveillance.
- Implementing and troubleshooting the Network devices (Firewalls, Routers and Switches) according to the customer requirements.
- Creating solutions according to the customer requirements.
- Providing support on Azure platforms
- Installation and configuration of operating system & Application software's on the desktop & Laptop as per company policy.
- Configure TCP/IP and troubleshooting internet connectivity.
- Configuration & troubleshooting of E-mail clients like MS-Outlook and Microsoft Skype.
- Installing, configuring and troubleshooting CCTV, Biometric and Other IT products.

November 2013 to August 2017 with HCL Infosystems Ltd, Noida as Customer Engineer.

Key Result Areas:

- Offered 24*7 Infra support to Companies.
- Handled end-to-end Change, Incident and Problem Management
- Managed incident and problem tickets assigned
- Administered the status and progress towards resolution of all open Incidents
- Oversaw detection of possible problems and assignment to raise the same and updating knowledge management database.
- Assisted in integration specialization for driving the efficiency and effectiveness of the process

EDUCATION

- B.Tech. (Electronics & Communications Engineering) from Uttar Pradesh Technical University, Lucknow in 2013
- 12th from Jawahar Navodaya Vidyalaya in 2009 with 81.6%
- 10th from Jawahar Navodaya Vidyalaya in 2007 with 80.6%

IT SKILLS

- Configure and Troubleshooting of Routing Protocol : Static Routing Protocol, Default Routing Protocol, Dynamic Routing etc.
- Monitoring and Maintaining the Network devices.
- Creation & modification of VLAN access-map IOS Backup, Restore & Upgradations.
- Basic Configuration Cisco Switches “2960, 3560” & VLAN setup Cisco switches.
- Understanding & Knowledge of VTP.
- Internetworking: Cabling, IP Addressing, Subnetting and Cabling Cisco devices, IP Routing, Configuring & Managing switches, Implement Port Security and Configurations of Virtual LAN,
- Networking: DHCP, DNS and Routers, Maintaining Network Devices and responsible for proper running of the devices.
- Knowledge about sub netting- FLSM, VLSM
- Providing Remote Support to all user spread over PAN India related to systems and Networks
- Knowledge of Desktop / Network Hardware Components Installation, Upgradation and Troubleshooting.

CERTIFICATION / TRAINING

- Cisco certified Network Associate (Cisco ID: CSC013182948).

PERSONAL DETAILS

Date of Birth: 19 February 1991
 Address: 120, Kankar Tola Old City, Bareilly (Uttar Pradesh)
 Languages Known: English and Hindi
 Location Preference: Anywhere in India
 Passport No: M4125483 valid up 02 December 2024

PROJECT DETAILS

Title: Associate
Company: HCL INFOSYSTEMS LTD
Client: District Court and Different Clients Lucknow
Period: November 2013 to June 2015

Role Responsibilities-

- Providing proper installation, integration, and initial operation of the desktop and server environment to support the business unit's needs.
- Troubleshooting LAN related issues & technical support.
- Proper configuration of Domain and other software's applications of different clients e.g.: SBI, PNB, HDFC, District Courts, UIIC etc.
- Accountable for the management of IT related Records, Systems, IT Assets & Inventory Management and also handling user & users IT related Problems.

Title: Customer Support Engineer
Company: HCL INFOSYSTEMS LTD
Client: Su-Kam Power Systems Limited Gurgaon
Period: JUNE-15 to DEC-16

Responsibilities:

System/Network Administration:

- Managing the call record with HCL Turbo Tracks
- Interacting with clients, understanding their needs & providing technical support to clients by remotely accessing their networks and troubleshooting the issues raised.
- Handling all the infra network with different ISP's which is also provide the connectivity to our branch office.
- Handling 200 employees network of office itself.
- All distribution connectivity is on L2 Extreme switches.
- Managing WI-FI network with the help of wifi controllers.
- Managing Antivirus and Exchange Server for handling Different tasks of daily basis
- Remote desktop Support to Service Centres (Su-Kam) spread all over India and world.

Title: Customer Engineer
Company: HCL Infosystems Limited
Client: IREO Private Limited Gurgaon
Period: DEC 2016 to Current

Responsibilities:

System/Network Administration:

- Installation, Deployment, support and maintenance of Network
- Resolving the network connectivity related issues.
- Configured Monitoring systems with Net flow by different monitoring systems.
- Configure and Troubleshooting Cisco 2960, 3560 Switches.
- Providing remote support over desktop and Network to the users.
- Managing Wired & Wi-Fi Network & Implement Secure Connectivity between Server and Client.
- Maintaining Wi-Fi with the specific Mac address biding.

Title: Senior Engineer
Company: FRETUS TECHNOCRATS LUCKNOW
Client: CSIR-IITR, IIM Lucknow, JSV Hyundai, PTC Industries etc.
Period: AUG 2017 to Current.

Responsibilities:

System/Network Administration:

- Working as an Engineer generating leads and converting them in a business, applying model of corporate sale.
- Installation, Deployment, support and maintenance of Network
- Resolving the network connectivity related issues.
- Configured Monitoring systems with Net flow by different monitoring systems.
- Configure and Troubleshooting Cisco 2960, 3560 Switches.
- Managing Wired & Wi-Fi Network & Implement Secure Connectivity between Server and Client.
- Maintaining Wi-Fi with the specific Mac address biding.
- Creating solutions according to the customer requirements.
- Installation and configuration of operating system & Application software's on the desktop & Laptop as per company policy.
- Configure TCP/IP and troubleshooting internet connectivity.
- Configuration & troubleshooting of E-mail clients like MS-Outlook and Microsoft Skype.

Declaration:-I here solemnly declare that the above information is true to the best of my knowledge.

Place:-

Date: -

Aiman Parvez