SUNIL PATIL

Mobile: 8898883012   Email Id: sunilpatil3012@gmail.com

Objective

Tech support and system admin Professional with 9 to 10 years of strong experience and skills gained fromreputed technology companies.
Hold an Advanced diploma in computer Hardware & Networking Engineering and Fortinet firewallcertification.

Technical Skills

- Expert in installing and troubleshooting various Windows operating systems, including Windows 2000, XP, Vista, Win7, win 8.1, Win 10, and Win 11
- Proficient in the installation and troubleshooting of Server Operating Systems such as Windows Server 2008R2, Windows Server 2012R2, Windows Server 2016R2, and 2019.
- Skilled in managing Lan, Wan DHCP, and DNS for seamless network operations.
- Experienced in configuring and troubleshooting o365 email clients, including MS Outlook, and G suite.
- Knowledgeable in firewall administration, with expertise in SonicWALL and Fortigate100D.
- Proactively manage and maintain IT assets, overseeing Annual Maintenance Contract (AMC) agreements.
- Diagnose and resolve issues related to networks, technical hardware, and software, ensuring smooth IT operations.

Professional Experience

- ➢ **Orient Technologies Pvt. Ltd (Sesa Care Pvt Ltd) 02May 2023 To till Date.**
  Designation: System Administrator L3
  - ○ *Job Responsibilities: -*

- ➢ Network Administration:
  - ○ Configure, manage, and troubleshoot the organization's computer networks.
  - ○ Ensure network security and implement measures to protect against unauthorized access.
- ➢ System Administration:
  - ○ Install, configure, and maintain operating systems and software on servers and individual computers.
  - ○ Monitor system performance and troubleshoot issues.
- ➢ Firewall Management:
  - ○ Implement and maintain firewall configurations to enhance network security.
  - ○ Monitor and analyze firewall logs for potential security threats.
- ➢ Technical Support:
  - ○ Provide technical assistance to end-users, addressing hardware, software, and network-related concerns.
  - ○ Respond to and resolve IT support tickets in a timely manner.
- ➢ Security Management:
  - ○ Implement and maintain security protocols, including firewalls, antivirus software, and data encryption.
  - ○ Stay updated on the latest cybersecurity threats and ensure systems are protected.
- ➢ Office 365 Administration:
  - ○ Administer and support Office 365 applications and services.
  - ○ Manage user accounts, email configurations, and collaboration tools within the Office 365 environment.
- ➢ Database Management:
  - ○ Administer databases, ensuring data integrity, security, and optimal performance.
  - ○ Perform data backups and recovery procedures.
- ➢ IT Asset Management:
  - ○ Track and manage IT assets, including hardware, software, and licenses.
  - ○ Conduct regular audits to ensure accurate asset inventories.
- ➢ Vendor Management:
  - ○ Interact with technology vendors to procure necessary hardware, software, and services.
  - ○ Evaluate vendor performance and negotiate contracts for cost-effective solutions.
- ➢ Billing Management:
  - ○ Oversee IT budgeting and financial activities.
  - ○ Ensure accurate billing for IT services and subscriptions.

- **Computacenter (Credit Suisse) 05 May 2022 – 15th March 2023**
  Designation: Associate Technical Analyst
    - *Job Responsibilities: -*

- Support on daily issue desktop, laptop, Trading & Banking application.
- Hands on experience on Service Now tool for ticketing/RFC.
- Weekend activity Anti-Virus patching on server.
- Assistance on Neat Plus, BSE Bolt, Bloomberg, Blackberry work
- Configuring Smart card & Configuring Avaya landline
- Assistance on DC activity like Network patching, Server & network device installation.
- Participated on power down activates.
- Day-to-day Backup Tape install & Monitoring tape Backup.
- User Based Install Application & map Share Drive
- Providing network support to complex WAN and LAN network.
- Neat Plus & Bolt application Install & Troubleshooting Problem
- Install Business Skype & zoom call also handle Problem.
- Monitoring WAN, leased lines, Wi-Fi connectivity and maintaining their UP time.
- Cisco WebEx Meeting handling
- Creation of Daily/Weekly/Monthly reports as per the client requirement.

- **Quality Application Solutions Pvt. Ltd, 02 May 2017 - 17 Dec 2020**
  Designation: System Administrator
    - *Job Responsibilities: -*

- Installing, Configuring, Windows Server 2008/2012, Windows XP, Windows 7,8,10 as clients.
- Creating Profiles to users for customizing desktop settings.
- Outlook Configuration, Configuring & troubleshooting of LAN setup. Mail connectivity and troubleshoot Annalise and isolate issues.
- Installation of client software like Microsoft Office, Java, various compilers etc.
- To take care of desktop hardware support, OS support, Email support, Internet Support, Basic LAN connectivity, basic application support, Antivirus.
- Maintain Domain Controller, DHCP, DNS, IIS services.
- Hardening of computer systems and Servers
- Manage and Maintain Anti-virus software (Seqrite/Escan), log management, content filtering.
- Manage Office 365
- Manage FortiGate Firewall
- Manage Synology NAS Box and Backup of same
- Vendor/partner management
- Maintain IT infrastructure and end user computing.

- **Pioneer IT Solutions Pvt Ltd (Dadar), 02 Aug 2016 - 30 April 2017**
  Designation: Tech Support Executive
  - ○ *Job Responsibilities:*

- Installing, Configuring, Windows Server 2008/2012, Windows XP, Windows 7,8,10 as clients.
- Creating Profiles to users for customizing desktop settings.
- Outlook Configuration, Configuring & troubleshooting of LAN setup. Mail connectivity and troubleshoot Analyze and isolate issues.
- Installation of client software like Microsoft Office, Java, various compilers etc.
- To take care of desktop hardware support, OS support, Email support, Internet Support, Basic LAN connectivity, basic application support, Antivirus.
- Maintain Domain Controller, DHCP, DNS, IIS services.
- Hardening of computer systems and Servers
- Manage and Maintain Anti-virus software (Seqrite/Escan), log management, content filtering.
- Maintain IT infrastructure and end user computing.

- **Radical Technologies Pvt Ltd 25th JUNE 2012 to 31th July 2016**
  Designation: Hardware &Networking Engineer
  - ○ *Job Responsibilities: -*

- Responsible for the administration, maintenance, and networking of computers.
- Monitoring Camera's Different Location
- Scheduling of backup Windows server backup, Synology Nas, Tape Drive
- Monitoring Sonic wall Firewall
- Block unwanted website.
- Handling vendors, ISP Line, Telephone
- Responsibility of Desktop Hardware, Server Level issued, Microsoft Outlook
- Providing Management with timely solutions for computers thereby ensuring smooth functioning of work
- Advising Management for software related issues
- Providing support for MS Outlook, Outlook Express and Windows Mail.
- Installation and configuration of Network Printers, troubleshooting printer related issues.
- Installation, Configuration, Troubleshooting of Routers
- Providing Technical training to Colleagues on handling computers for day-to-day activity and troubleshooting of basic problems and internet related issues.
- Responsible for handling desktop and server related issues.
- Installing anti-virus Console & Troubleshooting

Professional Qualifications

- Advanced Diploma in Computer Hardware & Networking Engineering from Jetking institute.
- NSE 1 Network Security Associate Certificate from Fortinet.
- NSE 2 Network Security Associate Certificate from Fortinet.

Education

H.S.C, Maharashtra Board, 2012

S.S.C, Maharashtra Board, 2010

T.Y. Bsc. I am perusing.

Personal details

Permanent Address:

Room Number 104 Sargam
Residency Building No.2
Chandika Mata Mandir Chandrapada
Naigaon East Palghar
Maharashtra 401208

Date of Birth	: 25th Sep 1990
Marital Status	: Married
Languages	: English, Hindi & Marathi.
Nationality	: Indian
Hobbies	: Internet Surfing, Listening Music