*RAJA RAM MISHRA E-mail:* [*mishraram4@gmail.com*](mailto:mishraram4@gmail.com)

(*Server Engineer) Contact: +91-9907065606/7000880249*

*Location: 8A prime City Indore M.P.*

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| ***Career Objectives :*** |
| *To obtain a full time position utilizing my knowledge, academic training and expanding on my previous experience*  *Th that excels in work towards the growth of the organization*   |  | | --- | |  |   ***Professional Summary:*** |

*I have done MBA in IT with Microsoft Certified Professional with almost 7.5years of experience in Information*

*Technology My core skills are Server,storage,router,Switch Installation and configuration, Team Management, Spare Management, Vendor Management, Windows 2003 Server 2008,2012/16 Server, Linux, Symantec Endpoint Protection Manager, Windows7, Windowds8/10andMS Outlook Support as well as inventory.*

***Employment Summary:***

* *Server Engineer: Sysnet Global Technologies Pvt .limited from June 2015 to till date.*

*(Handling HP Server & Storage For Idea Cellular Site in Indore Location.*

* *Residential Engineer : Wipro InfoTech ,From 12 April 2013 to 9 June 2015*

*(Reporting to Mumbai CBD and handling multiple RRB Branch)*

* *Customer Support Engineer: Dell in Indore Location, From 12 April 2011 to 12 April 2013.*
* *FMS Engineer: Impact InfoTech Pvt Ltd From August 2010 to April 2011*

*(Deputation at Client Side RPG Group Jabalpur)*

***Achievements and Certification***

* *Windows XP (MCP Certified)*
* *Windows 2003 Server, Microsoft Certification*
* *DCSE (DELL Certified System Engineer)*
* *WIPRO(WIPRO Certified system Engineer)*

***Education Qualification:***

*Academics*

* *MBA in IT from CV Raman University C.G.with 72% in 2010*

# *PGDCA from MCPRV, Bhopal (MP) in 2007*

# *B.A. from APS University Rewa with 65% in 2006*

# *H S C from MP Board With 55% in 2003*

# *S S C from MP Board with50% In 2001*

***Technical Qualifications***

JCHNP(Jetking computer hardware Networking Professional) from Jetking Indore in 2008

* *A+ (Hardware)*
* *N+ (Network essential)*
* *Windows,Linux,Unix,Windows Server ETC..*
* *CCNA*

***Responsibilities:***

*Installation, setup, configuration troubleshooting for different Platform, different activities for Other Key Applications software's which is commonly used in Organizations as well as handling escalations of site and coordination with other engineers. Summarized details are as following.*

*Responsible for handling team of e*

* *Responsible for installation and Configuration of Server,storage,router,Switch and other devices and coordination with different branches and engineers for the same and handling escalation.*
* *basic knowledge of Cloud,VM Ware, Hyper V,etc.*
* *Spare management, resources management and designing activities and implementing the same.*
* *Setup, configuration, and troubleshooting, Windows XP, ,Windows 7 ,Windows 2003 and 2008 server and windows 2012 server.*
* *Providing Hardware support to IBM, DELL and HP server configuring RAID and troubleshooting other problems.*
* *Installation of Active Directory, DNS, DHCP and troubleshooting.*
* *Creation and deletion of users account from active directory and assigning rights to the as per company group policy.*
* *Responsible for daily, weekly and monthly (NT Backup) backup and restoration and checking backup logs.*
* *Symantec Endpoint protection Administrator and managing Symantec Endpoint Protection Manager on server as well as around 1200 clients in different locations*
* *Responsible for maintaining inventory (Laptops, Desktop and printers) of all assets in site and spare management.*
* *Working on Symantec Backup Exec for daily Backup and restoration.*
* *Installation of Fedora, Ubuntu and Red Hat Linux and SUSE Linux and trouble shooting*
* *Follow up with all vendors for link and other software and application and server room,ups related issues.*
* *Providing Remote solution through MSTSC, VNC, Net Meeting and other tools.*
* *Installation, configuration and troubleshooting MS Outlook 2003, 2007 and 2010,365 etc.*
* *Installation of lotus notes 6.5,7.0 and 8.0 and troubleshooting.*
* *Installation of SAP 710 & 720 and troubleshooting of basic issues.*
* *Configuration of outlook on Blackberry and troubleshooting related issue &synchronization of contacts Calendar ,mails of outlook to Blackberry And follow up with Service provider*
* *Providing L1 support for Link related issue and follow up with ISP for the same*
* *Providing L1 support to Apple Laptop and Desktop (MAC OS Lion &Mac OS X)*
* *Responsible for proving training to junior engineer and handling escalated call on the site.*

***Extra-CurricularActivities:***

* *NCC (National Cadet Core ) “ A” Certified*
* *Member of NSS (National Service Scheme) for Three years*

***Personal Details:***

*Date of Birth : 06-May-1985*

*Permanent Address:225 village and post Saraikapa disst-Shahdol M.P.484110*

***Date:- RAJA RAM MISHRA***