Amit Pamnani

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Microsoft CERTIFIED Solutions Associate Windows Server 2012

vmware CERTIFIED PROFESSIONAL 6 DATA CENTER VIRTUALIZATION

Objective:

Looking for good career path and growth in IT industry.

Current Employer:

Working with Fulcrum Worldwide Software Pvt. Ltd. **Client: Crum & Forster Insurance**
as **Server Support Specialist , IT Infrastructure ,Pune   Oct 2013 – Till date**

Educational Qualification :

- MBA in Network Infrastructure Management from GTT institute IGNU University.
- Completed Batcher of science from G. S. Collage Amravati University.
- Pursing PG Diploma in Sustainable Management of Natural Resources and Nature Conservation from The Ecological society.

Certifications and Technical Training :

- **Microsoft Certified Solutions Associate - Windows Server 2012 (MCSA)**
- **Cisco Certified Network Professional** (CCNA) 640-802 ,Cisco ID: CSCO
- **ITIL Certified**
- **VMware Certified Professional**

Work Experience :

- Fulcrum Worldwide –Client : Crum & Forster Insurance
- Symantec – Backup Exec tech support
- Amdocs Software – IT service desk.
- IBM
- Wipro

Work Experience :

Company Name:	Fulcrum Worldwide –Client :Crum & Forster Insurance
Designation:	Server Support Specialist , IT Infrastructure
Tenure:	2 Oct 2013 – Till date
Core Profile:	Associate Backup Analyst

Responsibilities :

Working as Server Support Specialist, IT Infrastructure at Fulcrum Worldwide –Client: Crum & Forster Insurance, to provide Backup and Restore solutions for Disaster Recovery, Granular Recovery Technology, Media Management, etc. with the help of following tools.

Symantec Backup exec 2012

Veeam Backup and Replication 8.0

Microsoft DPM 2010 (Data Protection Manager)

Comvault10

- VMware ESXi and Windows Server Administration.
- Creation, deletion, configuration modification, cloning of Virtual machines (VMs) and Templates
- Migrating Virtual Machines using VMotion, Storage VMotion of VMs.
- Manage permissions and access rights in VMware vCenter server.
- Perform physical to virtual (P2V), V2V migration using VMware converter.
- Perform troubleshooting issues of VMware Farms- ESXi 5.0/5.1servers, vCenter servers.
- Updating patches on ESX & ESXi hosts using Update Manager.
- Monitor ESX and ESXi hosts' hardware and do the hardware maintenance of these ESX/ESXi hosts.
- Installing & configuring, troubleshooting AD, DNS, DHCP, and IIS on Windows 2003/2008.
- Testing the Service Packs on the server builds, Patch/Service Packs Deployments using WSUS.
- Backup Administration using Symantec BackupExec2012, DPM, Veeam & Commvault.
- Monitoring Servers Using OpManager and troubleshooting.

Work Experience :	
Company Name:	Symantec Software Pvt. Ltd.
Designation:	Technical Support Analyst for Backup exec at Symantec.
Tenure:	22 Feb 2010 – 1 Oct 2013
Process:	Backup Exec

Responsibilities:

Worked as Technical Support Analyst for Backup Exec at Symantec, to provide Backup and Restore solutions for Disaster Recovery, Granular Recovery Technology, Media Management, etc.

- Responsibility for Installing, configuring, administering and troubleshooting Symantec Backup Exec for Windows Server and Symantec Backup exec Desktop and Laptop option.
- Providing technical support on Backup Exec for Windows Server versions 10, 11, 12 and 12.5 and 2010.
- Troubleshooting Windows 2000 / 2003 / 2008 backup and recovery including complete disaster recovery.
- Helping the client configure and troubleshoot backup job definitions and strategies.
- Backup and Restore of Exchange 2000 /2003 / 2007 servers including complete disaster recovery.
- Backup and Restore of SQL 2000 / 2005 servers including complete disaster recovery.
- Backup and restore of VMware/ Hyper-v including complete disaster recovery.
- Configuring Backup Exec with SAN/NAS.
- Backup and Restore Enterprise Vault Stores , Database , Sites including complete disaster recovery
- Troubleshooting storage and hardware issues with respect to Backup Exec.
- Implementation of Backup and Restore strategy, viz., Media Management, Tape rotation, backup methods etc.
- Simulate customer issues related to Backup Exec on test servers to provide accurate troubleshooting steps and resolve the issues.

Work Experience	
Company Name:	Amdocs Software
Designation:	PC Support Engineer
Tenure:	16 June, 2008 – 20 Feb 2010
Process:	Amdocs IT service desk ,C&CC PC&NT Fls helpdesk/IT

System - NT Admin Profile	- Creation of new virtual machine and server. Conversion of physical machine, server to virtual machine, server. Troubleshooting, installing required patches and software on virtual machine. Troubleshooting performance issues and upgrading the configuration as when required. - Creation/deletion of users on a domain using ADS. - Create Exchange email ids. - Add/remove users from distribution lists & folders specific to projects. (Active Directory Management) - Creating security groups using AD Manager. Adding and Removing user to new and existing security groups. . - Create share drives and allocate resource quotas. Giving all kind of permissions as per the request. - Installing software's on servers as per the request. Managing and monitoring the performance of servers. - Administering internal tools like Document Centre, Action base, Software Catalogue, E – learning tools etc. - Installation/Configuration/Troubleshooting Blackberry Issues - Working on BES (Blackberry Enterprise Server), for creating, configuration and troubleshooting BlackBerry related tickets. - NT Task includes, creating and Managing accounts for New Employee, also generic / testing /application accounts from Active Directory. - Handling Exchange Task creating and deleting Mailbox, Tracking emails, creating external links, etc. - Installation and managing software on NT Servers. - Creating / Managing Security Groups, Distribution List, External Email Contacts. etc. - Support Amdocs Employees that may be in the various offices or at client location. This support includes support by phone, email & by remotely logging into their computers by means of SMS, Remote Desktop (RDC) & Net Meeting, Remote Assistance (RA). - PC issue includes all type of troubleshooting for Windows software & Hardware. Working with Remote Admin Tools like SMS client, Remote Desktop Admin, etc. - Managing IT Assets, Approval/Denial for RAM, Hard Disk, and PC & Laptop upgrade. - Has to provide support for Remote Customers connecting through VPN. - Managing secure ID related issue RSA token, Vasco Token, etc. - Mostly handling all the issue remotely by connecting to customer PC. - Administration and management of PC in Domain.
Communication & Telephony Responsibilities	- Troubleshooting of DISA [Direct Inward System Access] issues. - Administration and troubleshooting of RSA Secure ID. Also working as a last point of contact for RSA Secure ID issues. - Configure and resolve Nortel PC Client [Soft Phone] issues on PBX and Nortel Application. - Handling all the IP Telephone related issues including Voicemail configuration.

Provided first level and med level technical support for global IT infrastructure supporting 20,000+ employees throughout the world. Excellent troubleshooting skills for Network, hardware, software, and connectivity issues. Challenged to provide timely resolutions to support mission-critical application users.

- Achieved the highest level of productivity, exceeding daily target of cases closed and calls answered.
- Earned solid reputation for resolving complex issues and providing exceptional customer service.
- Promoted with additional responsibilities as Focal Point for *Network, VPN* issues providing expert guidance to Help Desk staff.
- Independently designed new staffing schedule to improve night coverage and reduce cost of overtime.
- Provided on call support on weekends for international operations.
- Demonstrated exceptional skills in professionalism and responsiveness across a wide variety of areas.
- Co-ordinate with the second level support for new updates and to define new procedures

Work Experience :	
Company Name:	IBM Daksh Business Process Services Ltd.
Designation:	Technical Support Engineer
Tenure:	25 June 2007 – 15th June, 2008.
Process:	Hewlett – Packard (HP)

Responsibilities:

Troubleshooting issues with HP products like Desktop Computers, Laptops and HP Recovery Software's.

Work Experience :	
Company Name:	WIPRO BPO.
Designation:	Technical Support Engineer
Tenure:	20 Nov 2006 – 20 June 2007
Process:	Hewlett – Packard (HP)

Responsibilities:

Troubleshooting issues with Broadband internet connection ,wireless setup ,wireless modems & Routers ,and dial up connection provided by AT&T in United States ,and providing assistance in configuration of e mail clients like Microsoft outlook and outlook express , and all type or browsers like internet explorer and Mozilla Firefox.

Personal Information :	
Name:	Amit Pamnani
D.O.B:	09– July – 1985.
Current Residence:	Flat 405, Gokhale Complex, Next to Dhayareshwar Temple, Near Vijay Nagar Soc., Dhayari, Pune
Languages:	English, Hindi, Marathi, Sindhi,
Marital Status:	Married

Passport No:	PN1068873740615
Visa Status:	Visit visa

I hereby declare that the above information provided by me is true to the best of my knowledge. References can be provided on request.

PLACE :
DATE :   **(Amit Pamnani)**