LIKHITH RAJ M.

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Tubli, Kingdom of Bahrain.

Seeking assignments in System and Software/ Network Administration with a growth-oriented organization

SNAPSHOT

- **Innovative technology professional with over 4 year experience in IT Operations.**
- **Currently associated with Alsoroor Commercial Center, Kingdom of Bahrain**
- The provided investigation, diagnostic testing and repair/resolution of the system, hardware, software, and infrastructure.
- Ability to install and administer the server, computer hardware, software, and networks.
- Delivered excellent presentations to trainee's groups. A high-energy achiever who possesses a commitment to work hand-in-hand with the team to get the mission accomplished.

Core Competencies:

IT Operations and Management	Systems Administration	Network Administration
Installations	Teamwork	Time Management

SKILLS SET

- Installing and configuring Windows XP, 7/8/10, Windows 2008, Windows 2012 server, windows 2016 server
- Accountable for Active Directory Planning installation, Managing Group Policy objects, DHCP and DNS.
- Managing and Maintaining Servers.
- Working with Remote Desktop, Hyper-V and VMware
- Helping to meet the organization's needs for computer hardware, software, and networking tools.
- Extensive experience in desktop problem diagnosis and troubleshooting.
- Handling IT Asset Stock & Maintaining IT Inventory Records.
- installing configuring of peripheral devices and printers.
- Configure antivirus software to fully protect IT environment.
- Creating Additional Domain Controller, New Tree and Trust Relationship
- configuring network access, diagnosing and troubleshooting of operating system.
- WDS and Software Deployment.
- NIC Teaming, Routing and VPN Configuration
- Involved in IP addressing, configuring router and switch.

EMPLOYMENT PROFILE

Since April 2019   Alsoroor Commercial Center, Kingdom of Bahrain
Technical Support Engineer

Key Deliverables:

- Managing Active Directory: Creating user profile, Password resetting, unlock & Profile modification.
- working with Remote Desktop, Hyper-V and VMware
- Installing and configuring Windows XP, 7/8/10, Windows 2008, Windows 2012 server, windows 2016 server
- Installation of POS machines
- Co-ordinated with MCA application with Oracle database
- Providing the data storage area and maintenance.

- ⇨ Managing TrendMicro Antivirus.
- ⇨ Configuring Outlook and troubleshooting issues
- ⇨ worked with security panel installation, camera installation, configuration and issues.
- ⇨ Providing the data storage area and maintenance.

Since May 2017 – Feb 2019 I-Source Infosystems Pvt. Ltd, Bengaluru Karnataka, INDIA (Client location: Infosys Limited, Mangalore)
System Engineer

Key Deliverables:

- ⇨ Installation and Troubleshooting of Windows Desktops & Laptops
- ⇨ Managing Active Directory: Creating user profile, Password resetting, unlock & Profile modification.
- ⇨ Configuring the Organizational Unit (OU)
- ⇨ Providing the data storage area and maintenance.
- ⇨ Taking care of ETA (Education Training and Assessment) tasks Like Software installation and issues, OS installing.
- ⇨ Troubleshooting and resolving computer and telephony related issues when contacted by clients by providing both on-site and remote support.
- ⇨ Managing MacAfee and Symantec Antivirus.
- ⇨ Installation of System Bit locker and resolving the related issues.
- ⇨ Configuring Outlook and troubleshooting on Outlook issues
- ⇨ Have experience on Office 365 and One Drive
- ⇨ Remote Support for Users
- ⇨ Helping to meet the organization's needs for computer hardware, software, and networking tools.
- ⇨ Have experience on ticketing tool, prioritization of tickets according to SLA and completed on time without any delay.
- ⇨ Have experience on AMANAT (Asset Allocation Tool in Infosys) which uses for allocating assets like Desktops, Laptops, and VoIP's for users and Servers, Printers, Network Switches, Access Points for the company.
- ⇨ VoIP Phone allocation, mapping Extensions, changing the Extensions for current VoIP and rectifying issues.
- ⇨ Installation of Software's Like, SQL Oracle, Java, .Net, SQL developer MS Office, Visual Studio, Share point, SCCM client and all other Software's
- ⇨ Software installation and resolving software related issue.
- ⇨ configuring the checkpoint VPN.
- ⇨ SCCM install and updating SCCM Noncompliance to compliance.
- ⇨ Firewall installation for specific Projects
- ⇨ setting up the Terminal server (Windows Server 2012) for a specific Project.

Since Sep 2015 – May 2017   Progressive Infovision Pvt. Ltd., Appointed by Wipro InfoTech (Client Location Suzlon Limited, Mangalore)
Desktop Support Engineer

Key Deliverables:
- ⇨ Helping to meet the organization's needs for computer hardware, software, and networking tools.
- ⇨ Installing, monitoring and troubleshooting system hardware, networking, application installation, troubleshooting in both hardware/ networking/ application.
- ⇨ Troubleshooting and resolving computer and telephony related issues when contacted by clients by providing both on-site and remote support.
- ⇨ Maintaining software applications, operating systems, and regular maintenance.
- ⇨ Ensuring hardware is stripped and secured before disposal.
- ⇨ Managing assigned projects and program components to deliver services in accordance with established objectives.
- ⇨ Installing and configuring Windows XP, 7/8/10
- ⇨ Diagnosing and troubleshooting of Operating System.
- ⇨ Installing and troubleshooting the software.
- ⇨ Configuring of Peripheral Devices & Network Printers.

- ⇨ Installing, configuring and troubleshooting the MS Office Outlook.
- ⇨ Configuring Network Access, Router, Switch, and Converter.
- ⇨ Repairing a minute Laptop and Desktop hardware issues.

CERTIFICATIONS

Certification name: MCSA: Windows Server 2016 - Certified 2018
Certification authority: Microsoft
Certification URL: https://www.youracclaim.com/badges/12896a62-1595-4749-9fa6-d52ffbc7ba6d/linked_in_profile

Certification name: MCSE: Cloud Platform and Infrastructure — Certified 2018
Certification authority: Microsoft
Certification URL: https://www.youracclaim.com/badges/7b854d29-882a-4aca-b9d2-6c9e92a280c6/linked_in_profile

Certification name: MCSA: Windows Server 2012 - Certified 2018
Certification authority: Microsoft
Certification URL: https://www.youracclaim.com/badges/e44261ec-b354-4542-abbae94856905498/linked_in_profile

EDUCATION

2015   **BCA** from Srinivas Institute of Management Studies Pandeshwar, Mangalore University.

2012   **H.S.C** from G.P.U.C. Mudipu, Kurnad

2010   **S.S.L.C** from G.P.U.C. Mudipu, Kurnad

ACADEMIC PROJECT

Title: **Builder's Management System**
Description: A Live project done for the well-known builder in Udupi, 'Malavika Builders'. An Online Cloud-Based Application developed by six members under the guidance of Mr. Shridhar Acharya (Head of the Department, BCA, Srinivas Institute of Management Studies). Automating all the paper works so that any authorized person from the firm can easily access the information instantly.
Front end: PHP
Back end: MySQL

IT SKILLS

Operating Systems: Windows XP/ 7/ 8/ 10, Redhat6x
Server: Windows Server 2008, Windows Server 2012, Windows Server 2016
Programming Languages: C, C++, Java and Visual Basic.NET.
Web designing Language: HTML, PHP, ASP.NET.
Database: MySQL.

PERSONAL DETAILS

Date of Birth: 20th May 1995
Languages Known: English, Hindi, Kannada and Malayalam
Address: Room No. 32, Road 0122, Tubli, Kingdom of Bahrain.