A person wearing glasses and a suit

Description automatically generated with medium confidence

Rajan Gulati

IT Engineer

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# SKILLS

ITSM, ITAM, MS Windows Administration, Endpoints Administration, Network Administration, Software License management, Data recovery and restore, Virtualizations Support, IAM

# TOOLS

MS Office 2016, MS Office 2019, BMC Remedy, SNOW, SAILPOINT, VMWARE hypervisor, Oracle VirtualBox, MS AD, Azure AD, WSUS

# OS

MS windows XP,7,8,10,11, Linux Distros Ubuntu, CentOS, RHEL8

# CLOUD SERVICES

AWS EC2, S3, Azure AD

# Hypervisor Tools:

VMware, ESXI, vSphere, VCenter

# **EXPERIENCE**

## Genpact, Gurugram *- Technical Associate*

JANUARY-2021 - PRESENT

* Provide support on L2 incident related active directory for user and groups management.
* provide L2 support on L1 team for UAT testing of new services from Wintel infrastructure.
* Update the new release patches and hotfix of windows clients for the secure and complient Usage.
* Create the Custome Images Templates of windows clients as per business requirements and test on the non production VLANS network for the Usage.
* Install configure new VM's server for the production scalability.
* Perform hardware and software upgrades on ESXI server for security of server machine.

## AJS Software Technologies, New Delhi*- System Administrator*

AUGUST-2019 - DECEMBER-2019

* Provide Hardware network and application support to the internal AJS user’s base.
* Procurement and purchase of hardware assets
* Vendor coordination with IT assets suppliers and IT vendors warehouses
* Server support and ISP coordination for the billing of internet services and smooth operations of business servers.

## Hartron Communication, Gurugram *- Desktop Support Engineer*

JANUARY 2019 - JULY-2019

* Provide support on hardware, network, Application Calls to the internal end users
* Procurement of hardware stocks and maintain the stocks accountability for the future business requirements
* Coordination with IT Assets suppliers and vendors for the billing purpose
* maintain the hygiene of data centers with help of office housekeeping staff

## Care and Concern info services and Syrex Info services (sister companies) *- IT Executive and IT Admin*

FEBRUARY 2017 - NOVEMBER-2018

* Provide support on hardware, network, Application Calls to the internal end users
* Procurement of hardware stocks and maintain the stocks accountability for the future business requirements
* Coordination with IT Assets suppliers and vendors for the billing purpose
* maintain the hygiene of data centers with help of office housekeeping staff

# **EDUCATION**

## Maharshi Dayanand University, Rohtak, Haryana*- Bachelor of computer application*

JANUARY 2013 - JANUARY 2015

## Mata Savitri Devi Sanjeev ani Public School, New Delhi-CBSE-*10+2*

JANUARY 2011 - MARCH 2012

## Mata Savitri Devi Sanjeevani Public School, New Delhi-CBSE-*10th*

JANUARY 2009 - MARCH 2010