# Deepak Kumar Kamboj

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# Experience Summary

Microsoft, Google certified, and CCNA-trained professional with **16+ years of Experience**. Especially strong in understanding business needs and finding and directing the design and implementation and thus gain competitive advantages, increase Business revenues, reduce costs and increase the ROI. Comfortable working in a team and can handle responsibilities individually as well. Have the capability to learn and adapt to emerging technologies. Experience in the **Servers (Windows and Linux), Systems and Networks (Desktops, Laptops, MAC, Routers, and Firewalls), Cloud (AWS, Azure, and GCP), and VMWare (ESXi Servers and Workstation) Administration, Configuration, and Support**. Got hands-on experience in Information Technology- IT Governance, IT Operations, IT Processes, IT Projects Management, and Servers and Process Migration. I am handling a team of 6 engineers and can work in a 24\*7 support environment. That's why I can provide remote support at any time. I supported the Indian and US team and clients and worked as an IT Consultant for International clients. I had good exposure to working with the team as a team player or individual. I also have good experience in Vendor management (Software and hardware vendors, either online or offline market vendors).

# Professional Experience

# Company: DM&T Innovation Labs Private Limited, Hyderabad (<https://dmtinlabs.com>)

# Position: Sr. IT Manager Period: 1st March 2022 – 30th November 2022

* Responsible for the Microsoft Office 365 Admin Center and handling all the accounts and the policies
* I was taking care of all the SharePoint websites (Clients and in-house). Configuration and maintenance included.
* Setup and maintain Microsoft Teams account for the client and the employees
* Daily monitoring (24\*7) of all the AWS and GCP computing environments, including the configuration of the servers, S3 buckets, and other services
* Provide support to the on-premises team and the remote teams as well in India and USA

 **Company: Jiva Ayurveda Pharmacy Ltd, Faridabad (**[**https://jiva.com**](https://jiva.com)**)**

 **Position:** IT Manager Period: July 2021 – March 2022

* Responsible for handling and maintaining the complete infrastructure of Jiva Ayurveda, including 400+ seater Virtual Patient care center (Which includes 50+ Doctors, 100+ Health coaches, and 300+ Patient care executives) at DLF premises, Faridabad
* Taking care of the complete Infrastructure of the Jiva Public School, Sector21-B, Faridabad

Providing complete Infrastructure support to Jivagram, Sector89, Faridabad. Jivagram is a 24 well-furnished guest room wellness center by Jiva Ayurveda where guests can stay and regain physical, mental, and spiritual health.

* Providing daily support to 80+ Jiva Ayurveda clinics pan India
* Daily Monitoring of VMware servers, configuration & managing ESXi Hosts
* Monitoring of all Linux servers (CentOS, Linux Suse, and Ubuntu servers) performances, disk space, CPU & RAM Utilizations.
* Monitoring of all Windows server’s performance
* Maintain daily basis backups, making clones of the critical VMs
* Managing Sophos firewalls and user policies, computers, laptops, Printers (network and USB), CCTV (DVRs and NVRs), NAS storage (HP Storage Servers, Qnap, and WD NAS storage systems), Wi-Fi Networks, Users backup, Biometrics system and attendance machines with ESSL server
* Managing AWS cloud servers
* Coordination with Multiple Vendors like ISP, Desktop & Server hardware Support, Zimbra Email Server support, Sophos Firewall Support, and Symantec and Seqrite antivirus support.
* Managing the team of 8 system engineers to provide support to the main Head office, Jiva Public School, and the Jivagram
* Responsible for maintaining and sharing daily basis critical reports related to the Infrastructure with the IT head and the Director
* Managing the allocation of the IT budget monthly basis, handling the annual budget, and ensuring cost-effectiveness
* Responsible for developing, implementing, and coordinating systems and IT policies and procedures

# Company: Handygo Technologies Pvt. Ltd, Behtar Zindagi Pvt. Ltd., New Delhi ([http://www.handygo.com,](http://www.handygo.com/)  [https://www.behtarzindagi.in](https://www.behtarzindagi.in/))

**Position:** IT Manager (Infra and Cloud) Period: September 2020 – July 2021

* Running regular checks on network and data security.
* Ensure the security of data, network access, and backup systems
* Identifying and acting on opportunities to improve and update software and systems
* Developing and implementing IT policy and best practice guides for the organization
* Designing [training programs](https://www.roberthalf.com.au/career-advice/career-development/professional-training) and workshops for staff
* Conducting regular system audits
* Running and sharing regular operation system reports with senior staff
* Overseeing and determining timeframes for major IT projects, including system updates, upgrades, migrations, and outages
* Providing direction for IT team members
* Identifying opportunities for team training and skills advancement
* Manage information technology and computer systems
* Plan, organized, controlled, and evaluated IT and electronic data operations
* Manage IT staff, by recruiting, training, and coaching employees, communicating job expectations, and appraising their performance
* Design, develop, implement, and coordinate systems, policies, and procedures
* Act in alignment with user needs and system functionality to contribute to organizational policy
* Identify problematic areas and implement strategic solutions in time
* Audit systems and assess their outcomes
* Preserve assets, information security, and control structures
* Managing and reporting on the allocation of the IT budget, handling the annual budget, and ensuring cost-effectiveness

# Company: MY ZEAL IT Solutions, Noida ([www.myzealit.com](http://www.myzealit.com/))

**Position:** Senior Network Administrator **Period:** November 2016 – March 2020

# Server, Desktop, VM, and Database Administration -

* Active Directory configuration, user/Access Management Console, Group Policy objects, permissions, and troubleshooting
* Administer Active Directory (Domains, ADC, FSMO Roles, Sites, Subnets, Replications, Group Policies, Security, etc.)
* Resolve and conduct root cause analysis of system performance/failure issues
* Responsible for making decisions regarding the support and maintainability of AD on a day-to-day basis
* On-call support during off-duty hours on weekdays, weekends, and holidays on a scheduled/rotating basis
* Ability to perform 24\*7 on-call duty on a rotational basis with other team members
* Flexible, adaptable, and able to manage multiple tasks in a dynamic, high-pressure, fast-paced environment. Perform proactive duties, including patch management and software upgrades
* Required to escalate to vendors and provide root cause analysis and incident reports. Provide timely resolution to break/fix issues
* Understanding of backup process, system monitoring, performance tuning, and disaster recovery for Windows-based OS
* Strong ability to take ownership of issues and drive resolution across teams
* Ability to develop strong client relationships
* Contribute to preparing "runbooks" with instructions and settings
* Install, maintain and support Windows 2008/2012/2016 operating systems software for all local and remote systems
* Design hardware configurations and conduct hardware capacity planning for Windows 2008/2012/2016 based LAN/WAN systems
* Install Service packs, hotfixes, and security patches on Windows 2008/2012/2016 operating system and Microsoft application suites
* Develop and maintain backup and recovery practices and procedures, which will be executed by network and production coordinators
* Monitor storage and processing capacity with attention to server performance
* Participate in department initiatives such as problem management, change management
* Working knowledge and hands-on experience in client/server architecture and data access using Windows-based technology
* Ability to support third-party software
* Analyze and resolve problems that may arise during normal operations
* Meet deadlines and work with minimal supervision
* Experience in a multi-platform environment
* Day-to-day administration, support, maintenance, and monitoring of the Windows Servers and SQL Database Servers, Firewalls, Epabx, and other routers and switches.
* User enablement (end-to-end)
* Perform System maintenance and implement optimization improvements of the user’s laptops, desktops, and live servers.
* Hands-on with Microsoft Windows Server 2016, 2012, 2008, 2003 and SBS 2003, Microsoft SQL Server 2019, 2014, 2012, and 2008, Microsoft Windows 10, 8.1, 7, and XP editions (32-bit and 64-bit) and Linux Ubuntu installation and configurations.
* Configuration and maintenance of the TFS Server (Team foundation server 2019 and 2015) as per the Projects requirement. Configuration and Maintenance of the Microsoft Visual Source Safe as per the Project requirements
* Configured SharePoint Servers (Server versions 2010, 2013, and 2016) for US clients and internal users. I do maintain the servers as per the daily routine job.
* Experience in troubleshooting Microsoft Windows Environment, Windows Server deployment, and Windows Log Analysis.
* Implementation of Visual SVN server, Gitlab Server, and Squid proxy server
* ESXI server implementation and maintenance

# Network Administration –

* Installing network and computer systems
* Maintaining, repairing, and upgrading network and computer systems
* Diagnosing and fixing problems or potential problems with the network and its hardware, software, and systems
* Monitoring networks and systems to improve performance
* Cyberoam hardware firewall configuration and maintenance and monitoring outside and inside the network through firewall reporting. Maintain end-user access and policies as per the Company IT policy.
* Performing troubleshooting over Cisco and Cyberoam VPN for Network Support related issues

# Cloud and Web Administration –

* AWS Server and S3 storage servers with elastic IP creation and management. Experience on Azure, GCP, HostGator, Liquid web, and GoDaddy VPS.
* SSL implementation.
* Rackspace office email setup and configurations for the users.
* Maintained Web servers (IIS, Apache, and Tomcat). Able to configure web servers and websites as per the Projects requirement.
* Hands-on experience with Hostgator, Godaddy, and JustHost Cpanel
* Good hands-on experience with Microsoft Exchange, Office 365, SmarterMail, and MailEnable emailing servers.

# Operations –

* Zoho CRM, Zoho Projects, Zoho Peoples administration, and end-user configuration and implementation as per Projects.
* Led & design IT Infrastructure, Applications & operations. Ensure the optimum performance and throughput of all IT assets thru operations management, capacity & technology deployment planning. Converting Business Strategies into viable implementation plans
* User enablement (end-to-end)
* Well-versed with streaming out IT Service management procedures, escalation matrices & prioritizing incidents.
* Backup activities and managing reports, including MS SQL server backup configuration
* Making sure SLAs and targets are met as per the contractual agreement.
* Generating Performance Matrix reports. Daily reporting to clients of the previous day’s data and activities.
* Maintain MSDN licenses and subscriptions.
* Documentation and provide training to the users for the Online Tools (Zoho, Bugzilla, and other in-house tools).
* Vendor management

# Company: Elixir Computech Pvt. Ltd., Noida ([www.elixirct.com](http://www.elixirct.com/))

**Position:** Senior Network Administrator **Period:** January 2011 – October 2016

# Job Role & Responsibilities

* Active Directory configuration, user/Access Management Console, Group Policy objects, permissions, and troubleshooting
* Day-to-day administration, support, maintenance, and monitoring of the Windows Servers and SQL Database Servers, Firewalls, Epabx, and other routers and switches
* Configuration, management, and troubleshooting of remote e-mail access and SMTP services from mailgun.org and Zoho email services
* DNS and DHCP configuration
* Providing remote support to Client’s systems (PAN India) through Team viewer and VPN
* Performing detailed troubleshooting of incidents. Day-to-day handling of incident/trouble tickets, providing support for Windows, Linux, and MAC platforms. Configuration and maintenance of Manage Engine Service Desk plus helpdesk software
* Perform System maintenance, and implement optimization improvements of the user’s laptops and desktops as well as the live servers
* Expertise in Basic networking concepts, troubleshooting LAN/remote access problems, Network Switches, and routing.
* Backup activities and managing reports, including MS SQL server backup configuration
* Making sure SLAs and targets are met as per the contractual agreement
* Identifying critical & important processes and coordinating with the core team to analyze IT-enabled activities
* Cyberoam hardware firewall configuration and maintenance and monitoring outside and inside the network through firewall reporting. Maintain end-user access and policies as per the Company IT policy
* Setup and maintenance of FTP server for client’s usage, both Downloads, and Uploads, including user management for the internal users as well as client users
* Able to configure SFTP and FTPS for the clients and maintain FTPS and SFTP server
* Able to configure and maintain SSL and digital certificates using OpenSSL, Verisign, and Global sign SSL certificates for the Websites using IIS
* EPABX configuration and maintenance
* Asterisk dialer server maintenance
* Kaspersky End Point Security 10 for Business client-server configuration and maintenance. Maintain end user and device access and policies per Company IT policy.
* Maintain MSDN licenses and subscriptions.
* Build SharePoint 2003 Server for the NHB (National Housing Board) Client.
* Working knowledge of VMware and Oracle VM Virtualbox.
* Configuration and maintenance of the Office CCTVs, DVRs, and recordings
* Setup and maintenance of Wi-Fi Routers and Access points and providing access based on the IT policy of the company
* Able to configure and maintain various 3rd party software for data recovery using Acronis and EaseUS backup and data recovery software. Able to recover almost 100% of data from damaged hard disks and other damaged media. Can regenerate bad sectors on the hard disk and retrieve data as per the disaster recovery process.
* Configured and maintained Ozeki NG SMS Gateway for the client applications
* Configured and maintained Windows scheduler and 3rd party system schedulers for the clients and internal services and Application usage
* Worked on Manage Engine Windows Monitoring tool
* Implemented StarWind Virtual SAN for in-house use
* Meeting vendors and conducting periodic service review meetings with current and new vendors to reduce costs and increase the ROI

# Previous Experience

**Company: Elixir Computech Pvt. Ltd., Noida (www.elixirct.com)**

**Position:** Network Administrator **Period:** January 2006 – December 2010

* Led & design IT Infrastructure, Applications & operations. Ensure the optimum performance and throughput of all IT assets thru operations management, capacity & technology deployment planning. Converting Business Strategies into viable implementation plans
* Create & Manage users, password resets, update antivirus & hotfixes on servers & clients. Installing and maintaining the machines
* Provide access to the storage server to all users with different rights, Maintaining the vast amount of data and its folder structure for easy access to the clients
* Experience in hardware servicing computers, experience in planning, scheduling, and execution of all system maintenance works
* Expertise in managing existing networks and regular monitoring for new network needs and their implementation
* Take care of Client Content Upload & download through FTP.
* DNS and DHCP configuration maintenance
* Perform System maintenance and implement optimization improvements
* Expertise in Basic networking concepts, troubleshooting LAN/remote access problems, Network Switches, and routing
* Basic troubleshooting of workstations, Remote Management, updating and installing software On Windows, Linux, and MAC Machine
* Antivirus Management (Installation, updates & troubleshooting)
* Error detection and debugging in case of failures in the client service environment
* Configured actiTime Time Tracking software. Maintain end-user access and policies as per the Company and Projects requirement
* Configured Bugzilla Bug tracking server. Maintain and configure end-user access as per the Projects requirement
* Installed Vtiger CRM for Sales, Support, and Marketing for the in-house use
* EPABX Configuration and maintenance
* Asterisk dialer server maintenance

# Familiar with

**Server Administration:** Active Directory Infrastructure, Group Policy, AD Backup, Software Deployment, User & Groups Management, DHCP & Relay Agent, DNS, Print Server, File Server, Proxy Server, User Profiles, and Disk Management.

**Network:** LAN, WAN Routing Protocols, ISDN lines, Connectivity via Lease Line, PRI lines

# IT Infrastructure

Servers : HP/DELL/IBM X Series, with RAID configuration (RAID 10 & RAID 5)

Routers & Switches : Cisco, Netgear, and D-Link

Server OS : MS Windows 2019, 2016, 2012, 2008, 2003 Standard/Enterprise Server and Linux Ubuntu, Redhat, and CentOS

Mail Server : Microsoft Exchange Server 2007 / 2003.

Client OS : Windows 10, Windows 8.1, Windows 7, Vista, XP Professional, MAC, and Linux (Ubuntu)

Application : IIS, Apache, TFS, Visual Source Safe 2005, SVN, Apache, vTiger CRM, Joomla, Microsoft Office 2016, 2013, 2010, 2007, 2003, and 2000, Window Domain (Active Directory & Group Policy)

Bug Tracking Tool : Bugzilla, Jira

Virtualization Tool : VMware ESXi and Oracle VM VirtualBox

Backup Tools : Microsoft Backup, Acronis, EaseUS, NetVault, and StarWind Virtual SAN.

Enterprise Security : Cyberoam (CR100iNG and CR50iNG), Cisco ASA Firewall, Microsoft ISA, Symantec

Corporate End Point Protection Edition, McAfee Enterprise, Various McAfee products, Kaspersky End Point Security for Business, Trend Micro, and Squid.

Monitoring Tool : Enterprise Bandwidth Monitor, Wireshark, Windows Network Monitor Tool,

Windows Event Viewer, Manage Engine Applications Manager (Server and Applications Monitoring Software)

Database: Microsoft SQL Server 2014, 2012, 2008 & 2005, MySQL, PostgreSQL

Remote Mgmt. Tools: RDP by windows, Team Viewer, GoTo Meeting, Microsoft Live Meeting, Zoom and Anydesk

# Academic Qualifications

* Graduation: Bachelor in Arts from Delhi University (2000)

# Professional Certification

* Introduction to Cloud Identity (Google Cloud certification) May 2020
* Cloud Computing Basics (Cloud 101) (LearnQuest certification) May 2020
* Google Cloud Platform Fundamentals - Core Infrastructure (Google Cloud certification) May 2020
* Google Cloud Platform Fundamentals for AWS Professionals (Google Cloud certification) May 2020
* Industrial IoT on Google Cloud Platform (Google Cloud certification) May 2020
* M.C.P certified and training completed from I.N.T. South Extension part-II, New Delhi (Mar-2004)
* C.C.N.A. training completed from I.N.T. South Extension Part-II, New Delhi (June 2004)
* Post Graduate Diploma in Computer Software Technology from ET&T Computer Education South Extension, New Delhi
* Diploma in Oracle 8i with D2K from Rajiv Gandhi Multimedia Centre Priyadarshini College of Computer Sciences
* Certificate in Computing from Indira Gandhi National Open University
* DOEACC ‘O’ Level training completed from Regional Power Training Institute, New Delhi
* Global Pro from Heromind Mine, Defence Colony, New Delhi

# Personal Details

Date of Birth June 18, 1979

Gender Male

Languages Known English and Hindi.

Nationality Indian

Marital Status Married