



# Harsh Patel

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## Summary

Knowledgeable individual proficient in developing and maintaining complex systems, troubleshooting issues and overseeing system upgrades and maintenance. Excellent technical skills in a wide range of operating systems and applications. Impressive ability to manage IT systems, implement new processes and ensure the highest levels of system performance.

## Experience

### System Administrator

Xamindia Pvt Ltd

Apr 2023 - Present (1 years)

- Delegated tasks and responsibilities to appropriate personnel.
- Planned and implemented projects for computer operations and enterprise systems administration.
- Configured virtual private networks to enable secure remote access to corporate resources.
- Provided technical support for users regarding system administration related issues.
- Maintained and monitored network services, systems, and infrastructure to ensure optimal performance.
- Coordinated with vendors and suppliers for procurement of new IT assets based on organizational requirements.
- Troubleshoot network connectivity issues involving routers, switches and wireless devices.
- Installed hardware components such as servers, hard drives, memory modules in accordance with best practices.
- Configured, implemented, and maintained Windows Server systems including DNS, DHCP, Active Directory, Group Policies and Hyper-V.
- Created user accounts in Active Directory environment and managed group policies accordingly.

### System Administrator

Drashti Softechs

Mar 2020 - Mar 2023 (3 years 1 month)

- Delegated tasks and responsibilities to appropriate personnel.
- Planned and implemented projects for computer operations and enterprise systems administration.
- Configured virtual private networks to enable secure remote access to corporate resources.
- Provided technical support for users regarding system administration related issues.
- Maintained and monitored network services, systems, and infrastructure to ensure optimal performance.
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- Configured, implemented, and maintained Windows Server systems including DNS, DHCP, Active Directory, Group Policies and Hyper-V.
- Created user accounts in Active Directory environment and managed group policies accordingly.

## Senior Information Technology Engineer

### Drashti Softechs

Jan 2019 - Feb 2020 (1 year 2 months)

- Installed and configured computer hardware operating systems and applications (Windows 7, 8.1, 10, 11, Server 2012, 2016, 2019, 2022).
- Monitored and maintained computer systems and networks.
- Talked staff or clients through a series of actions, either face-to-face or over the telephone, to help set up system or resolve issues.
- Troubleshoot system and network problems and diagnosed and solved hardware or software faults.
- CCTV, Bio-metric installation & Configuration & Maintain.
- Anti-virus Installation & Configuration & Maintenance.
- Firewall Configuration & maintain.
- Access Point Configuration & Maintain.
- Thin Client Configuration & Maintain.
- Configured hardware, devices and software to set up work stations for employees.
- Aligned office departments and increased inter-department communication and data sharing.
- Diagnosed and executed resolution for all network and server issues
- Designed and evaluated WAN and LAN connectivity technologies
- Established, repaired and optimized networks by installing devices
- Improved overall user experience through support, training, troubleshooting, improvements and communication of system changes.
- Investigated and corrected problems with printers, copiers and other peripheral devices.
- Performed network security design and integration duties.
- Performed backup and recovery operations on critical servers and databases.

## Senior Hardware Network Engineer

### CyberlinkIt Network Pvt Ltd,

Oct 2016 - Dec 2018 (2 years 3 months)

- Installed and configured computer hardware operating systems and applications (Windows 7, 8.1, 10, Server 2008, 2012, 2016, 2019).
- Troubleshoot system and network problems and diagnosed and solved hardware or software faults.
- CCTV, Bio-metric installation & Configuration & Maintain.
- Anti-virus Installation & Configuration & Maintenance.
- Firewall Configuration & maintain.
- Access Point Configuration & Maintain.
- Thin Client Configuration & Maintain.
- All Types Email Configuration in Microsoft Outlook.
- All Types Router Configuration.
- Check Laptop Problems and Diagnosed.
- Provided support, including procedural documentation and relevant reports.
- Configured hardware, devices and software to set up work stations for employees.
- Aligned office departments and increased inter-department communication and data sharing.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Diagnosed and executed resolution for all network and server issues.

- Designed and evaluated WAN and LAN connectivity technologies.
- Established, repaired and optimized networks by installing devices.
- Improved overall user experience through support, training, troubleshooting, improvements and communication of system changes.
- Investigated and corrected problems with printers, copiers and other peripheral devices.
- Performed network security design and integration duties.
- Conducted research into emerging technologies in order to identify potential improvements or upgrades that could benefit the organization's IT infrastructure.
- Installed, configured and maintained routers, switches and firewalls.
- Integrated Windows Server 2008 R2 Active Directory Domain Services into an existing environment.
- Created firewall rule sets according to corporate policies for secure access control.
- Assisted in the setup of new offices by configuring local area networks.

## **CCTV & Network Engineer**

### Tacon Security System Pvt Ltd

Jun 2015 - Sep 2016 (1 year 4 months)

- CCTV, Bio-metric installation & Configuration
- Monitored and maintained CCTV and Bio-metric
- Talked staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems resolve issues.
- Troubleshot CCTV and network problems and diagnosed and solved hardware or software faults.
- Provided support, including procedural documentation and relevant reports
- Offered online and voice-based support responses to customers' operational queries, providing remote ticket resolution or dispatching technicians as necessary.
- Educated customers on preventive care and regular maintenance to prevent system malfunctions.
- Visited sites and locations to identify areas needing to be monitored with CCTV cameras.
- Secured entrances and exits by maintaining physical presence and carefully monitoring.
- Watches both live and recorded video surveillance footage
- Replaced parts as required.
- Replaced parts as required.
- Provided technical support and troubleshooting services for existing CCTV systems.
- Assisted in the installation of new cameras and surveillance equipment.
- Coordinated with other departments such as IT or facilities management for repairs or upgrades to CCTV systems.
- Trained new operators on the use of CCTV equipment and software applications.

## **Hardware Network Engineer**

### 911 Support


Feb 2014 - May 2015 (1 year 4 months)


- Installed and configured computer hardware operating systems and applications (Windows 7, 8.1, 10, Server 2008, 2012, 2016).
- Talked staff or clients through a series of actions, either face-to-face or over the telephone, to help set up System or resolve issues.
- Troubleshot system and network problems and diagnosed and solved hardware or software faults.
- Basic Network Setup Create.
- Basic Router Configuration (PPPOE).
- Monitored system performance, analyzed server logs and responded to alerts and alarms accordingly.
- Conferred with network users to resolve existing system problems.


- Configured email applications or virus protection software.
- Tested computer hardware, networking software, and operating system software.
- Diagnosed, troubleshooted and resolved hardware, software, and other network and system problems.
- Managed user accounts on Windows Active Directory domain controller environment.
- Provided technical support for end-users in the use of their computer equipment.

## Education

 **IANT Institute**  
Computer Hardware & Networking Course  
2014 - 2015

 **R. H. Patel Arts & Commerce College**  
Bachelor of Commerce, Gujarat University  
2012 - 2015

 **Rachana School**  
HSC, commerce  
2010 - 2012

 **Rachana School**  
SSC  
2001 - 2010

## Skills

Windows System Administration • Computer Hardware Troubleshooting • Networking • Microsoft Office  
• Software Installation • Technical Support • Remote User Support • Firewalls • Antivirus • Data  
Backup Solutions