**ANKUSH JAIN** *jainkush1401@gmail.com*

+91- 9855036748

 Ludhiana, Punjab

**Professional Summary**

IT professional with 15 years of experience in administering, managing and maintaining computer systems and networks. Background includes hands-on experience of planning and implementing IT solutions for single and multi-location businesses. Specialized in troubleshooting computer systems, network, IT security, ERP Implementation and utilization of shared information and improving efficiency of IT operations.

**Skills**

**Security Solutions**

**Work flow Planning**

**ERP Implementation**

**LAN/WAN/NOC**

**Systems Installation Configuration & Upgrading**

**Administration Technical Support**

**Server Improvements**

**Active Directory**

**Project Management**

**Training & Mentoring**

**Email Server Setup**

**Security Monitoring**

**Firewall Management**

**Technical Support**

**Employment Details**

**RAJ INDUSTRIES | Nov 2021 – Present**

**IT System Administrator**

*Description:* Independently administering and responsible for effective provisioning, installation, configuration, operation, and maintenance of systems (hardware and software) and related infrastructure and participate in technical research and development to enable continuing innovation within the infrastructure. Ensure system hardware, operating systems, software systems, and related procedures adhere to organizational values, providing users the best setup within organization policies.

*Skills Learned:* VPN (Site to site & Remote use), IP Phones, Telephone Exchange (EPBAX), IDRAC, Cisco Router -RV340, SOPHOS Firewall, Gajshield Firewall, APPLE Devices setup and configurations, Waybridge Software, Google workspace, Leadsquare (Lead Management Software), Astix(CRM), OZONETEL(Cloud Calling), BUSY integrations with CRM(Astix), DNM Amplifiers for company music system, Soap Manufacturing process.

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**MARSHALL MACHINE LTD. | August 2018 to Nov2021**

 **IT Manager**

 *Skills Learned:* CNC Machines Manufacturing Process,IT Budgeting, IOT Projects, Telecom Management, GPS Tracking, SEQRITE Firewall, BUSY Accounting Software Implementation, BOM process.

**JAWAN SONS (OSTER GROUP) | October 2014 - March 2016**

**IT Manager**

*Skills Learned:* Radio Frequency technology, SonicWall Firewall, THINCLIENT, Network implementation of 8 units, Rack Servers, Security Monitoring and implementation, Virtual Machines, Server Maintenance, Load balancing on Firewalls, ISP Failover, RDP Support.

**SOVEREIGN EXPORTS | June 2013–December 2013**

 **IT Manager**

*Skills Learned*: Bicycle manufacturing Process and Implementation, Active Directory, AD Policies, Nebero Firewall, Seqrite Console Antivirus Server, Local Email server setup- SEQRITE, NURON ERP, CCTV Installations and Monitoring, Online UPS, Windows Tower Server.

**GOYAL KNITWEAR’S PVT. LTD | March 2008 to March 2010**

**System Manager**

*Skills Learned:* ERP Implementation, Email Server Configurations and setup-Postmaster

**KUDU KNIT PROCESS |** **Jan 2006 to March 2008**

 **EDP-In charge**

*Skills Learned*: Designing new Network for the company, Configurations, network security and monitoring

***A brief summary of job responsibilities:***

***IT Administration:***

* Act in alignment with user needs and system functionality to contribute to organizational policy
* Handle annual budget and ensure cost effectiveness
* Audit systems and assess their outcomes
* Responsible for procurement of IT material.
* Act in alignment with user needs and system functionality to contribute to organizational policy.
* Taking care of Vendor Management & Vendor relations.
* Management and utilization of company IT assets.
* Prepare and modifying of reports as per management requirement.
* Coordination with inter and intra departments for various activities.
* Identifying and acting on opportunities to improve and update software and systems
* Consulting computer users to ascertain needs and to ensure that facilities meet user or project requirements.

## *Hardware & Network Security:*

* Maintains the network infrastructure, such as the routers and switches, and troubleshoot network-related problems. Mail Servers Manage and Implement Polices, Mails Backup, Troubleshooting Outlooks.
* Manage Firewall Implement Group Polices, Bandwidth Control, Port Forwarding, ISP Management (Sophos XG125 Nebero Basil, Sonic Wall TZ 215,Seq-rite UTM TS60)
* Console Antivirus Server Manage and Implement Polices, maintaining reports on a regular basis.
* Troubleshooting all software and hardware and networking related problems.
* Troubleshoot LAN/WIFI Connectivity, configured permissions folder rights.
* End user technical support for Windows XP,7, 8 and 10.
* Responsible for research, acquisition and configuration of all new network and server hardware systems.
* Ensure security of data, network access and backup systems
* Handled the tasks of identifying infrastructures that needs to be improved.
* Prepared audit policies including account management and privilege use auditing.
* Identify problematic areas and implement strategic solutions in time
* Design, develop, implement and coordinate systems, policies and procedures.
* Ensuring software licensing laws are followed.
* Initiate and write technical project proposals.

***Configuration, Installation and Upgradations:***

* Windows Server management, Active Directory control and group policy as per the user rights.
* Manage and monitor system plans and supervise all activities for plan and unplanned systems.
* Install and configure various commercial products on window operating systems.
* Supervise system software processor and prepare upgrade strategies for storage.
* Administer and execute various management activities and manage all backup activities.
* Coordinate with various groups and perform troubleshoot on all production problems and provide resolution.
* Collaborate with Technology Services Help Desk staff to improve support for end users.
* Understand the applicable processes and procedures of the organization and make recommendations in the continuous improvement of those processes and procedures, providing for management analysis and recommendations on continuous improvement.

## *ERP Implementation*

* Responsible for successful implementation of ERP. (Purchase & Inventory Management, Production, HR& Payroll, Sales, Service, CRM,)
* ERP Master preparation.
* Customizing form generation as per management & User requirements.
* Rights and roll allocation as per User profile
* Data manipulation and generating customized reports according to requirements of Management and Users.
* Coordinating with the Development Team for development/customization of software
* Update day-to-day activities of the staff for generating new infrastructure planning.
* Work with internal team to streamline business process, improve operational efficiency and identify current issues.
* Identify and document business requirements, and systems gaps that needs to be addressed through development of new system features or customization.
* Troubleshoot issues by performing thorough analysis.
* Identify and develop long-term use plans to improve information flow and operational improvements.

**Education**

**Bachelor of Computer Application (BCA)**  **Graduated - February 2014**

*Karnataka State Open University (KSOU)*

**Intermediate,** Ludhiana, PUNJAB **Graduated -March 2003**

*Punjab Board*

**S.S.C,** Ludhiana, PUNJAB **Graduated-March 2000**

*Punjab Board*

**Trainings and Certifications**

* Diploma in Computer Hardware and Networking from Pace Computer Education Ludhiana.
* Diploma in CCNA from New Bridge Technology