CURRICULUM VITAE

Shivpoojan

Shahjahanpur, Uttar Pradesh
+91 7408929531
shivpoojan010@gmail.com

Professional Summary

Dedicated and detail-oriented System Administrator & Technical Support Specialist with 7+ years of hands-on experience in system maintenance, network administration, hardware troubleshooting, and user support. Proven expertise in managing firewalls, servers, and local area networks, with a strong focus on security, performance, and uptime

Technical Skills

Hardware & Server Management:

- ❖ PC Assembling, Maintenance, Troubleshooting
- ❖ HP Blade/Rack Servers (DL360, DL580 – Gen8/Gen9), ILO Configuration
- ❖ Server Component Replacement (Power Supply, Memory, HDD)

Networking:

- ❖ LAN Configuration, Routing, Switching, Cabling
- ❖ Cyberoam & Sophos Firewall Management
- ❖ TCP/IP, DNS, DHCP, VPN, Domain Controllers, VLAN
- ❖ Network Monitoring, WDS Server Setup

System Administration:

- ❖ Windows Server (2003, 2008, 2012, 2019)
- ❖ Active Directory, Group Policy Management
- ❖ OS & Software Installation (Windows 7, 10, 11)
- ❖ User/Admin Level Security, Remote Desktop Tools

Tools & Applications:

- ❖ MS Office Suite, CMD, Remote Desktop, Internet Tools
- ❖ Python (Beginner), HTML/CSS, ReactJS (Basic Understanding)

Professional Experience

System Administrator / Computer Hardware & Network Assistant
Shri Ram Murti Smarak Engineering, Technology & Research, Bareilly
Aug 2019 – Present

- ❖ Administer Cyberoam & Sophos Firewalls to maintain secure infrastructure

- ❖ Manage Active Directory, Group Policies, and Domain Controllers

- ❖ Perform installation and maintenance of systems, printers, and peripherals

- ❖ Conduct server room monitoring (temperature, humidity), and switch diagnostics

- ❖ Provide Tier-1/Tier-2 user support and troubleshoot hardware/network issues

Assistant Field Officer
State Bank of India, Shahjahanpur
2018 – 2019

- ❖ Delivered field-level technical support for digital banking infrastructure

Data Entry Operator
Gurukul Computer Institute, Shahjahanpur
2017 – 2018

- ❖ Handled data entry and software installation for institute systems

Education

- ❖ **PGDM** – SRMS IBS, Lucknow 2023
- ❖ **B.A.** – MJPRU, 2021
- ❖ **12th** – UP Board, 2017
- ❖ **10th** – UP Board, 2015

Certifications

- **Technical Support – Dept. of Science & Technology, Govt. of India**
- **Ethical Hacking (Mobile Platforms & Network Architecture) – Great Learning**
- **Introduction to Cyber Security – Great Learning**
- **Python Programming – Great Learning**
- **ADCA – Gurukul Computers**
- **CCC – NIELIT**
- **Hardware, Software & Networking – SRMS Bareilly**

Personal Details

- **Date of Birth:** 16 Sept 2001
- **Gender:** Male
- **Nationality:** Indian

Place: Shivpoojan

Date: **(Signature)**