Vishal Swami

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📍 **Location: Jaipur, India**

🎯 Career Objective

Experienced IT Support Engineer with 10+ years. Dedicated to delivering secure, stable, and high-performing IT environments with efficient troubleshooting and teamwork.

🛠️ Key Technical Skills

- Windows Server (2012/2016/2019), ADDS, DHCP, DNS, WDS
- Network Troubleshooting: Netstat, Firewall Ports, Printer Sharing
- PowerShell scripting for automation, system administration, patching, and log analysis
- Productivity & LMS Tools: MS Office 365, Outlook, Moodle, Zoom, Hybrid Classrooms
- Expertise in Windows 10/11 and Windows Server troubleshooting
- BSOD and patch failure analysis using CBS logs and WinDbg
- Active Directory user management, Group Policy, and OU administration
- Printer and scanner installation, troubleshooting, and sharing via LAN
- Remote tools: RDP, Any Desk, iLO, DRAC, and service desk ticket handling
- LAN/Wi-Fi network issue diagnosis using ping, netstat, ipconfig, tracert
- VSS and Shadow Copy backup troubleshooting.
- VM deployment and snapshot management in Hyper-V and VMware
- PowerShell scripting for automation of administrative tasks and diagnostics
- Office 365 admin tasks: Outlook configuration, mailbox recovery.
- Zoom, MS Teams, OneDrive, and a hybrid classroom environment support

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💼 Professional Experience

➢ System Support Senior Executive – Jaipuria Institute of Management.

(2019 – Present)

- Maintained 220+ lab PCs' uptime and stability
- Installed and configured Windows operating systems, applied critical updates
- Managing Moodle LMS, Sophos Firewall, MS Office 365, Outlook
- Configured networking and storage settings for virtual environments; handled backups and disaster recovery procedures for Hyper-V and VMware hosts.
- Troubleshooting computer issues and network problems
- Windows recovery and troubleshooting.

- Resolved patch failure issues via Windbag and DISM tools
- Implemented and managed DHCP, DNS, domain policies, and group management
- Delivered hybrid learning solutions using Zoom, Teams, Google Meet, and Moodle LMS
- Managed printers, LAN/Wi-Fi setup, and smart classroom troubleshooting
- Handled VHD/VHDX disk management, RAID configuration, and file recovery

➢ **IT Executive – Educomp Solutions & Subodh Public School**

(2012 – 2018)

- Maintained 80+ smartboards; ensured uptime and stability
- Installed and configured PCs, printers, and projectors in classroom environments
- Provided support for LAN/Wi-Fi, user devices, and lab infrastructure
- Assisted Teachers and students in LMS, printer sharing, and basic hardware issues
- Managed software installations, smartboard systems, and projector maintenance

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🎓 Education & Courses

➢ **ONE YEAR ACHNP FROM IIHT IN THE FOLLOWING FLAVORS-**

- COMPTIA HARDWARE+ & NETWORK+ training from IIHT Jaipur.
- MCSA training from IIHT Jaipur.
- CCNA (Cisco Certified Network Associate) training from IIHT Jaipur.
- MCITP (Microsoft certificate IT Professional) on Server 2008 R2 training from IIHT Jaipur

➢ **Bachelor of Computer Applications (B.C.A.) – Jaipur National University**

📜 Certifications

- Microsoft Certified: Server Virtualization with Hyper-V
- Windows Server 2022: DHCP & DNS
- Cybersecurity Foundations
- Cybersecurity Artificial Intelligence
- Microsoft Certificate of Achievement for training on "Microsoft Windows Server 2019 with AD-DS"
- Having Completed Wireless **Networking: Advanced Troubleshooting (2021)** Certificate Course
- Having Completed the **Server Administration Essential Training** Certificate Course
- Having Completed Windows **Server 2022: DHCP and DNS** Certificate Course

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💪 Strengths

- Quick learner and strong problem solver under pressure
- Comfortable working in 24x7 shift-based environments
- Excellent collaboration and communication skills

✅ Declaration

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief.