VIKAS KUMAR DIXIT

IT Infrastructure & Network Manager | 20+ Years of Experience
+91 9753020689 | vikas.dixit@hotmail.com
Location: Pilani, Rajasthan

CAREER OBJECTIVE

Results-driven IT professional with 20+ years of experience in IT infrastructure, network administration, and enterprise system management. Seeking an IT Manager role to lead technology operations, enhance network performance, and deliver reliable, secure, scalable IT solutions for organizational growth.

PROFILE SUMMARY

- 20+ years of overall IT experience, including **15+ years in enterprise network administration**.
- Proven expertise in **IP network design, deployment & optimization** across large-scale LAN/WAN environments.
- Strong hands-on skills in **Cisco, Juniper, and Ruckus** platforms; proficient in diagnosing complex network issues.
- Skilled in **Microsoft Windows Server, AD, DNS, DHCP, GPO**, and enterprise security tools.
- Experienced in **vendor management**, AMC oversight, and maintaining **99.9%+ IT uptime**.
- Strong leadership, communication, and cross-functional collaboration abilities.
- Adept at driving continuous improvement, resolving critical incidents, and supporting digital transformation.

CERTIFICATIONS

CCNA Routing & Switching
Exam Code: 200-125 | Cisco ID: CSCO12494507
(Valid until May 21, 2020)

CORE TECHNICAL SKILLS

Networking

- **Platforms**: Cisco 4510R, 2800/2600 Series Routers, Catalyst 2900/3500/3700, Juniper EX/QFX, Ruckus Wireless
- **Protocols**: OSPF, EIGRP, RIP, BGP, HSRP, VRRP, GLBP, GRE, NAT/PAT, NTP
- **Technologies**: VLAN, STP/RSTP, EtherChannel, QoS, OFC splicing, SFP/LC/SC

Security

- Cyberoam, Sophos, VPN Management, Endpoint Security

Server & System Administration

- Windows Server 2012/2008/2003, AD, DNS, DHCP, IIS
- Symantec Endpoint Protection Manager, Lotus Mail Server

Others

- Backup Management, IT Asset Management, AMC Coordination

PROFESSIONAL EXPERIENCE

BITS PILANI – Junior Engineer (Grade II)

June 2021 – Present | Pilani
Key Responsibilities:

- Manage campus-wide network operations, ensuring reliable LAN and Wi-Fi connectivity.
- Monitor network infrastructure using **Junos Space NMS** and **Ruckus Wireless Controller**.
- Install, configure, and maintain switches, access points, routers, and IP surveillance devices.
- Perform network firmware upgrades, backups, and preventive maintenance.
- Troubleshoot outages, minimize downtime, and resolve complex OS/device connectivity issues.
- Administer and support **Pulse Secure VPN client** deployments.
- Maintain UPS systems and assist in IT infrastructure upgrades.

JILIT Ltd. (Jaypee Group) – Consultant (Network Administrator)

April 2010 – June 2021 | Guna (JUET University Campus)
Key Achievements & Responsibilities:

- Managed a large-scale **3500+ node LAN and enterprise Wi-Fi network** at a university campus.
- Led full-cycle network administration using Cisco L2/L3 switches, routers, APs, and fiber-based WAN infrastructure.
- Ensured **99.99% uptime** across leased lines, MPLS links, and NKN connections.
- Coordinated with ISPs (BSNL, Airtel) for escalations, service continuity, and link optimization.
- Administered Windows Server 2008 R2 (AD, DNS, DHCP, File Services, GPO).
- Installed, configured, and maintained Linux-based servers (RHEL/CentOS/Ubuntu), ensuring high availability and performance.
- Managed Symantec Endpoint Protection, server/user backups, and antivirus compliance.
- Recommended IT procurements, evaluated hardware/software, and maintained IT licensing.
- Provided L2/L3 support for network, systems, and application-level issues.
- Prepared NAAC IT infrastructure data for accreditation processes.
- Managed lifecycle of IT assets including servers, storage, networking devices, and end-user systems.
- Administered HPC clusters including compute, login, head, and storage nodes.
- Designed and implemented backup, archival, and disaster recovery strategies.

NIIT Ltd. – Engineer, Studio Technology Support

Jan 2007 – Mar 2010 | Indore

- Managed live classroom sessions for IIM-Indore via **VSAT and MPLS** technology.
- Troubleshot WAN/LAN issues, monitored leased line traffic, and ensured studio uptime.
- Handled hardware vendor coordination and data backup management.

Team Computers Pvt. Ltd. – Executive (IT Support & Infrastructure)

Aug 2006 – Jan 2007 | Mumbai

- Managed IT support for 100+ users at Kuoni Travels.
- Administered Windows 2003 Domain Server, Proxy, FTP, and Antivirus Servers.
- Resolved OS, mail, and network configuration issues; handled desktop support and FMS.

Krishna Lifestyle Technology Pvt. Ltd. – Computer Hardware Support Engineer

July 2005 – Apr 2006 | Silvassa

- Maintained internal network operations and provided IT support.
- Performed hardware troubleshooting, system upgrades, BIOS updates, and peripheral maintenance.

EDUCATION

- **M.Tech – Computer System & Infrastructure**
  BITS Pilani – WILP | 8.49 CGPA
- **B.E. – Electronics & Telecommunication**
  R.G.P.V., Madhya Pradesh | 64.63%
- Class XII MP Board |73%
- Class X MP Board | 75%

PERSONAL DETAILS

- Date of Birth: 14 Aug 1981
- Languages: English, Hindi
- Marital Status: Married
- Nationality: Indian
- Hobbies: Cricket, Travel, Music
- Passport: H3736570
- Address: Quarter No. 259, Rana Pratap Marg, BITS Pilani Campus, Pilani

DECLARATION

I hereby declare that the information provided is true to the best of my knowledge.

Date: 17/03/2026

Place: Pilani

(Vikas Kumar Dixit)