Vishal Swami

System Administrator / IT Infrastructure Engineer

Jaipur, India
Email: vishusss.71@gmail.com
Mobile: +91-8233771101
LinkedIn: https://www.linkedin.com/in/vishu-swami/

PROFESSIONAL SUMMARY

System Infrastructure Administrator with 10+ years of hands-on experience managing 200+ domain-joined systems in academic and enterprise environments. Strong expertise in Windows Server administration, Active Directory, virtualization (Hyper-V/VMware), networking fundamentals, BIOS/firmware troubleshooting and large-scale system recovery. Proven ability to support exam-critical lab environments (Safe Exam Browser, CBT) with high up time, quick recovery, and minimal disruption.

CORE SKILLS

Windows Server Administration

- Windows Server 2012 / 2016 / 2019 / 2022
- Active Directory (Users, Computers, OUs, GPO basics)
- DHCP, DNS, File C Print Services
- Windows 10 / 11 deployment, recovery, and troubleshooting

Virtualization and Backup

- Hyper-V VMware (VM creation, snapshots, recovery)
- Backups, restore, and troubleshooting

Networking

- LAN/WAN troubleshooting (TCP/IP, DHCP, DNS)
- Switch cabling basics
- Network printers and shared resources

Hardware, BIOS, and Power Management

- HP and Lenovo desktops/laptops
- BIOS/UEFI configuration, firmware updates
- Power states (S3/S4/S5), Wake-on-LAN troubleshooting

Tools Technologies

- PowerShell (administrative diagnostic use)
- RDP, Any Desk, Remote Desktop tools
- Office 365 C Outlook troubleshooting

PROFESSIONAL EXPERIENCE

System Support – Senior Executive (IT)

Jaipuria Institute of Management, Jaipur

- Administer and support **400+ domain-joined desktops and lab systems** across multiple computer labs and departments.
- Manage **Active Directory, Group Policies, DHCP, and DNS** in a production academic environment.
- Implement and maintain **Hyper-V and VMware virtual environments**, including VM deployment, snapshots, and recovery.
- Handle **Windows system recovery, in-place repair installs, and patch failure resolution** using DISM and recovery tools.
- Support **exam-critical lab infrastructure,** including **Safe Exam Browser (SEB)** and CBT environments, ensuring system readiness and uptime during examinations.
- Troubleshot **OEM-specific BIOS, power, and firmware issues** across HP and Lenovo systems.
- Manage Office 365 user issues, Outlook recovery, printers, LAN/Wi-Fi, and classroom IT infrastructure.

IT Executive

Educomp Solutions / Subodh Public School

- Supported and maintained **80+ PCs**, smart classrooms, projectors, and printers.
- Provided LAN/Wi-Fi troubleshooting and end-user IT support for staff and students.
- Assisted faculty with software installations, updates, and classroom technology.

EDUCATION

- **10th Rajasthan Board**
- **12th Rajasthan Board**
- **BCA (Bachelor of Computer Applications) – Jaipur National University**

CERTIFICATIONS s TRAINING

- MCSA / MCITP (Windows Server)
- CCNA (Routing and Switching – Fundamentals)
- Windows Server 2022 (DHCP, DNS)
- Hyper-V C Virtualization Fundamentals

KEY HIGHLIGHTS

- Experience handling **large-scale IT environments** with minimal supervision
- Strong troubleshooting mindset with real production exposure
- Comfortable working under **high-pressure exam and academic environments**

Target Roles: System Administrator • IT Infrastructure Engineer • Windows Administrator • L2/L3 Desktop C Network Support