CONTACT

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⚲ Pahar Ganj, New Delhi - 110055

EDUCATION

BCA – Global Open University, 2013
12th – CBSE Board, 2008
10th – CBSE Board, 2006
Hardware Networking – New Horizons, 2010

SKILLS

• Backup & Recovery (Commvault, Acronis)

• Effective Communication

• Analytical & Decision-Making Ability

• Cloud & Virtualization (Azure, VMware, SCCM)

• Linux & Windows Server Administration

• SQL Database Maintenance

• PowerShell Scripting & Automation

• Networking (CCNA Training)

• Leading a Team

• Program Management

• Technical Expertise

Ticketing tools:

• Sales Force
• CRM
• Jira
• Core
• Encore

HOBBIES

• Communicating with new people
• Listening to Punjabi Music
• Playing Hockey

MANPREET SINGH
Backup and Recovery Specialist

PROFILE
Looking forward for a challenging and significant career, to work in a professional environment where I can enrich my skills and work towards the organizational goals. Dedicated, motivated, and skilled IT professional with strong experience in server administration, backup, and cloud technologies.

Work Experience: 12 Years

1. WIPRO (Associate): - 1 year (31/08/2013 – 07/09/2014)
2. QUATRRO (Technical support Executive): - 1 year (13/11/2014 – 04/11/2015)
3. ARVATO (Technical Support Executive - Enterprise Support 3 years 6 months) (23/11/2015 _- 26/04/2019)
4. Rackspace (29/04/2019 – 19/04-2022)
5. Connor Clark and Lunn (25/04/2022 Till Now)

WORK EXPERIENCE
Connor Clark and Lunn: IT Analyst (Apr 2022 – Present)

• Support and maintain cross-functional business applications
• Handle support tickets, troubleshoot with SQL Server
• Perform deployments, patching, and database maintenance
• Work on Power BI, APIs, and cloud migration projects
• Configure and automate tasks using PowerShell

Rackspace: Storage and Backup Administrator (Apr 2019 – Apr 2022)
• Managed server administration, VM migrations, patching
• Provided technical support for backup & data recovery
• Troubleshot system errors, performed root cause analysis
• Worked on VMware ESXi, SAN/NAS storage, SQL backup & restore

Arvato: Technical Support Executive (Nov 2015 – Apr 2019)

• Supported enterprise clients, backup & recovery operations
• Managed Comm servers, VMs, and patching
• Troubleshot SQL, Oracle, and database backups
• Assisted users with domain registration and SCCM patching

Quatrro: Technical Support Executive (Nov 2014 – Nov 2015)

• Provided L1/L2 technical support to users
• Troubleshot hardware/software issues, device installations
Wipro – Associate (Aug 2013 – Sep 2014)
• Supported IT infrastructure, basic troubleshooting
• Assisted in system deployment and monitoring

CERTIFICATIONS

- Commvault Certified Professional (2018)
- Commvault Engineering (2020)
- MCSE – Microsoft Certified System Engineer
- CCNA – Cisco Certified Network Associate

HARDWARE SKILL

- Fault finding & trouble shooting of Monitor, SMPS, and Mother Board.
- Troubleshooting & maintenance of PCs.
- Installation of various software.
- Installation of device drivers & hardware components.
- Configuration of Printer, Modem and Router.

Role in Connor Clark and Lunn:

- Quickly respond to issues or high priority requests and escalations.
- Handling support tickets through to resolution.
- Support and maintain cross-functional business applications.
- Work with other IS and internal stakeholder groups to resolve and implement permanent solutions to recurring problems.
- Troubleshoot using development tools, for example C#, SQL-Server, VBScript, etc.
- Proactively communicating support ticket status and updates directly to business users and management.
- Monitors and ensuring application performance, quality and other standards are maintained; contacts and/or refers second level problems to higher level technical staff.
- Strong analytical skills and attention to detail.
- Update knowledge base and documentation
- Working to make Website and infrastructure services accessible and secure for all Users, regardless of their technical expertise.
- Working with various stakeholders, technology companies, and nonprofit organizations and partners to create a safer working environment.
- Managing and mentoring a team of IT professionals to achieve the initiative's goals.
- Providing technical guidance and support for the design and implementation of user-centric solutions.
- On boarding and off boarding staff.
- Patching servers using SCCM also takes care of Citrix templates.
- Keep the DST site up and running all the time and make sure all data has been replicated\Copied over to the other site.
- Azure AD management with Entra ID along with on premises AD.
- VMWare, Hyper-V and Citrix Virtual machine backup and restores using different tools like Commvault, Acronis and NetBackup.

- Performing Cloning and Snapshots.
- Creating users and their respective home folders and assign Disk quota Permissions for users.
- Applying retention rules creating DDB and Non DDB storage policy.
- Managing more than 54 Comm server along with 50K client each.
- Configuring proxy servers for the VM backup.
- Setting up transport modes.
- Troubleshooting File system, system state, SQL, Oracle, And Database backups.
- Adding, removing, or updating user account information, resetting passwords.
- Planned and Moving VM from one data store to another data store using Storage vMotion.
- Adding Hosts to VM Creating and Managing VM's under the Hosts.
- Root cause analysis of server unexpected shutdown
- Creating and Managing Virtual Machines.
- Managing Tape Backup and checking regular backups.
- Providing Technical Support for Backup Data Recovery
- Troubleshooting for Vol snap (Shadow, copy) errors on servers
- Deploying master image on multiple machine
- Backup and recovery of the Data on SAN/NAS.
- Deploying master image on multiple machines.
- Deploying virtual appliance on host ESXI.
- Troubleshooting snapshot issue.
- Backing up SQL database, Exchange and Active Directory
- Bare metal recovery on dissimilar hardware.
- Take escalations and work till resolution.
- Slow backup issues, finding root cause.
- Knowledgeable in TCP/IP and SAN, NAS technologies
- Knowledge in handling databases backup and restores like, MS SQL, MySQL, Oracle, and Exchange, SQL cluster, MYSQL holland cluster backup and restores.
- Experienced in Windows and Unix/Linux server administration.

Date:

Place: Delhi
Manpreet Singh