Mobile- **+91 8400607931**

Email- **dilipgondvicky@gmail.com**

LinkedIn- **linkedin.com/in/dilipgondvicky**

Current Location

Kapashera , New Delhi, 110037

Dilip Gond

Profile

Hello! I'm an accomplished IT Professional driven by a fervent commitment to crafting seamless digital experiences. With a robust background in managing client operating systems, workstation environments, and servers, coupled with networking prowess, I excel in troubleshooting, virtualization, and ensuring optimal system operations. Proficient in a diverse range of operating systems including Linux, Ubuntu, MacOS, and Android, I deliver comprehensive technical support across multiple platforms, ensuring smooth interactions with technology for users. My skill set encompasses Powershell, Secure Shell, virtual networking, application support, and more, enabling me to provide top-notch solutions in the ever-evolving IT landscape.

Career Objective

Seeking a challenging role where I can leverage my technical expertise to design, implement, and maintain robust systems, servers, and networks while enhancing security measures and providing exceptional user support. Committed to staying abreast of industry trends and technologies, I aim to deliver efficient, reliable, and secure solutions. With a passion for optimizing IT infrastructure, I am dedicated to ensuring seamless operations that contribute to the overall success of the organization.

Work Experience

IT Infrastructure & Support (Associate) - Health Arx Technologies Pvt. Ltd. (BeatO) – (Present 1.5Y+)

Location- Okhla Industrial Area, Phase II, New Delhi

- o Provided expert technical support to end-users, adeptly troubleshooting OS, software, and hardware issues, ensuring seamless operations.
- o Demonstrated proficiency in application support and facilitated user data backup & recovery, enhancing data security and reliability.
- o Implemented and maintained servers and client operating systems, prioritizing compatibility, performance, and security.
- o Cultivated skills in system troubleshooting, OS migration, and server management, including virtual server and VDI deployment.
- o Managed Hyper-V, VMware vCenter, ESXi, and Horizon environments, optimizing server performance and resource allocation.
- o Led Windows Server administration, including Active Directory, Domain Controller, IIS, DNS, DHCP, ADDS, ADC, WDS, and Group Policy, ensuring robust security measures and user support.
- o Leveraged expertise in network administration, configuring routers, switches, and load balancers for optimized network performance.
- o Spearheaded different types of server deployments, ensuring proactive maintenance and technical documentation for seamless operations.
- o Collaborated effectively within a team environment, contributing to the management of complex IT operations and infrastructures.

IT Infrastructure & Support (Intern)- Health Arx Technologies Pvt. Ltd. (BeatO) – (2023)

Location- Okhla Industrial Area, Phase II, New Delhi

Through my internship, I acquired skills in technical troubleshooting, end user service, networking, software, and system administration. I also honed abilities in backup and recovery, Data security, Time Management, and adaptability. These experiences enhanced my overall IT proficiency and problem-solving capabilities.

Skills

- o **Operating Systems:**
  - Windows XP, 7, 8, 10, 11, macOS, Linux, Ubuntu, AndroidOS, ChromeOS
- o **Server:**
  - Installation, configuration and management of Windows Server and other On-Prem operating systems.
  - Deployment of applications on Linux and Ubuntu servers, CentOS, DebianOS etc (like DDNS, fileserver etc).
- o **Network:**
  - Configuration and management of Cisco devices, including routers and switches.
  - Setup and maintenance of LAN, VLAN, WAN networks.
  - Troubleshooting network connectivity issues, port forwarding, cabling, switches, routers access points, Wi-Fi equipment.
- o **Active Directory Services:**
  - Setup and management of Active Directory, DNS, DHCP Servers.
  - Group Policy Objects (GPO) creation and management.
  - User and host management, including user logins, passwords, and permission settings.
- o **Cybersecurity:**
  - Implementation of security policies for Windows Server and client operating systems.
  - Data security, including encryption and secure data backup strategies.
  - Network security measures, such as firewall configuration and intrusion detection systems.
  - Awareness of common cybersecurity threats and best practices for prevention and mitigation.
- o **Data Management:**
  - Data backup using Veritas software.
  - Data recovery, data security, Windows migration
  - RAID configuration and management.
- o **Virtualization:**
  - VMware Workstation, ESXi, vCenter deployment, configuration, and virtual networking
- o **Remote Support:**
  - Remote Desktop Protocol (RDP), virtual desktop infrastructure (VDI), remote assistance, helpdesk support
  - Troubleshooting issues in operating systems and providing support end-users.
- o **Hardware and Software Support:**
  - Troubleshooting hardware, software, and networking-related problems.
  - Installation of patches and software updates.
  - Boot repair and advanced troubleshooting of operating systems.
- o **Others Skill:**
  - Putty, cPanel, DirectAdmin, GitHub, Zoom, Photoshop 7.0, WindowsPE and other live boot tools, MySQL, phpMyAdmin, CiscoPacketTracer. Windows PowerShell, Terminal, SSH
  - Proficiency in HTML, CSS, PHP, WordPress, Web hosting setup and management, domain name registration, Use of web development tools and templates, codes debugging.
  - Python, C

Education

- 10th Passed from U.P Board in 2017
- 12th Passed from U.P Board in 2019
- Diploma (3Year)- Computer Science and Engineering
  From Government Polytechnic Shahjahanpur in 2022
- CCNA Certification from Eduonix Learning Solutions Pvt Ltd 2023

Courses

- IT Fundamentals Information Technology Essentials IT Support from Udemy
- Install and Configure Windows Server from Udemy
- Networks Fundamentals from Udemy
- Advance IT Troubleshooting for Helpdesk Support Technicians from Udemy

Personal Attributes

- Self and Fast Learner, Hard Worker.
- Disciplined and possess good etiquette.
- Willingness to learn new things.
- Demonstrates responsibility in tasks.

Personal Details

Father's Name: - Ravindra Gond

Address: Kushinagar, Uttar Pradesh, Pin 274149

Marital Status: – Unmarried