

PRABHU SANKEERTH ANKALA

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(646) 470 9787

**SUMMARY OF QUALIFICATIONS**

Over 5 years of cross-platform experience in systems administration, including analyzing, designing, installing, maintaining, and repairing hardware, software, peripherals, and networks

Superior troubleshooting and technical support abilities with migrations, network connectivity, and security and database applications.

Develop exceptional relationships with co-workers, management and end users.

Excellent communication and problem solving skills.

TECHNICAL SKILLS

Operating Systems: Microsoft Windows XP, 2000, 2003, 2008 Server, Mac OSX, Redhat Linux Entp

Hardware: Sonicwall Firewall, Cisco Routers & Switches, CISCO IP Phones, SATA & IDE Data Recovery

Software: Active Directory Tools, Citrix Mgmt Server 4.5, Symantec End Point, Symantec Backup Exec-Tape IP Printing, VMware Workstation, RDP Dreamweaver 8, Joomla, Wordpress Flash MX Adobe Photoshop, Live Cycle

Middleware: IBM Websphere Application Server v6.1/6.0, Weblogic 5.0/6.0 IIS

Network Protocols: Ethernet, Wireless (802.11), TCP, DNS,DHCP, TCP, IPV4, IPV6

EDUCATION

Master's in Software Engineering with 3.75 GPA

Stratford University, Falls Church, Virginia USA.

Bachelors in Electronics and Computer Science from JNTU,

CERTIFICATIONS

CCNA (Cisco Certified Network Associate) at IIHT

MCP (Microsoft Certified Professional) at IIHT

MCP (Microsoft Certified Professional) from Microsoft Corporation.

Urban American, West New York, New Jersey

Network Administrator / Systems Analyst

October 2008 – Present

Roles and Responsibilities:

Analyze and resolve technical problems for established networks.

Create, maintain and apply group policies in Active Directory.

Re-Imaging end user's laptop when the Operating System crashes.

Creation and deployment of packages and scripts to install and upgrade software on user desktops.

Testing and deployment of packages and scripts via group policy or login script.

Patch and maintain existing group policies by using MSP files to update existing administrative installations.

Conduct technical research on network upgrades and components to determine feasibility with current system.

Plan, design, analyze, and provide technical support for data communications network.

SOFGEN Americas, Newark, New Jersey

Server Support Analyst

October 2009 – Present

Roles and Responsibilities:

Create, maintain and apply group policies in Active Directory.

Install, upgrade, and configure network printing, directory structures, user access, security, software, and file services.

Recommend network solutions for short-, medium-, and long-range network projects.

Conduct technical research on network upgrades and components to determine feasibility, cost, time required, and compatibility with current system.

Extensive knowledge of Dell Enterprise Hardware used in both Server and Workstation system.

Work as a team member with other technical staff, such as systems to ensure compatibility between systems.

Re-Imaging end user's laptop when the Operating System crashes.

Provide I.T training to newly employed staff members using Citrix and Remote Desktop Services

Shearman & Sterling LLP, NY, New York

Microsoft Outlook Migration Engineer

May 2008 – September 2008

Roles and Responsibilities:

End user migration from Lotus Notes version 6.5 to Outlook 2003 and Exchange 2003

Lotus Notes maintenance release migration planning and deployment.

Providing end user and technical post migration support.

Assisting users with any Blackberry issues they have including re-synchronizing Blackberries with the Exchange servers.

Performing migration / backups for user's data.

Assisting user queries and support issues on Outlook 2003; including setting up rules, auto-signatures, managing contacts, archiving mail, etc..

Test the Email routing between Notes to Exchange migration.

Access Active Directory (A.D) for Groups and access control lists cleanup.

Deploy a migration synchronization process to ensure the transition from Domino Server to Exchange 2003.

Ogilvy & Mather Worldwide, NY, New York**Laptop Support Specialist**

April 2008 – May 2008

Roles and Responsibilities:

Install, Configure Mail, Manage and Maintain IBM Lotus Notes 7 Client for users.

Reimaging the end user's laptop when the Operating System crashes.

Installing & mapping IP Printers (Xerox and HP) remotely and onsite.

Installation of software and drivers on user's laptops with Timbuktu – Remote login tool.

Assisted users connecting to their shared drives remotely with the help of Citrix Client.

Supported Network Connectivity & TCP/IP issues on the Odyssey Wireless Client.

Troubleshoot VPN problems for roaming users through Nortel & Cisco VPN Clients.

Troubleshoot and repair computer's hardware and software installation issues.

Performing migration / backups for user's data through (Norton Ghost 12,14v)..

Worked on the Help Desk to provide support for software, printing, and network issues.

Comp-U-Max Inc, Lodi, NJ**Network Analyst / Systems Administrator**

January 2008 – February 2008

Roles and Responsibilities:

Supported LAN/Wireless networks for large number of local clients in Northern NJ.

Troubleshoot and repair computer's hardware related issues.

Off-site tape rotation/disaster plan and stabilization of the office environment.

Worked for design and publications of the company's website (www.maxliquidation.com)

Diagnosing and resolving laptop/desktop hardware issues on site/on call.

Helped establish an inventory database to track computer equipment

Repair and replace IBM, HP, Dell and gateway Laptop parts.

Assisted on on-site visits and hardware troubleshooting and local system upgrades.

Sutherland Global Services, India**Technical Support Executive**

December 2005 – July 2006

Company Description: Headquartered in Rochester, New York, Sutherland's global workforce is comprised of over 10,000 employees.

Sutherland has partnerships with 57 marquee clients, of which 27 are Fortune 1000 corporations.

Roles and Responsibilities:

Providing technical support for Office jet's and Photo smarts of HP's Printers.

Ability to analyze and solve technical problems by using problem-solving ability.

Specialized in providing solutions for all network issues.

Experience in providing voice tech support for all hardware related issues.

Expertise in using Remote desktop tools to troubleshoot all software related issues.

Ability to determine cause of the problem and take preventive steps.

Expertise in working with new products and identify most of the issues.

Remotely solving the Office jet's wireless network connectivity problems.

References available on request
