



HEMANT ASHAR

SYSTEM ADMINISTRATOR

CONTACT

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☎ 9769294321

📍 Mumbai

in <https://www.linkedin.com/in/hemant-ashar-21b47768/>

SKILLS

- Computer Systems
- Virtual Private Networks (VPN)
- Peripheral Component Interconnect (PCI)
- Desktop Support
- Internet Security
- Documentation and reporting
- Operating systems
- Active Directory
- New program installations
- Project coordination
- Infrastructure updates
- Specifications understanding
- Infrastructure planning
- Incident Management
- Diagnosing issues
- Technical support
- System upgrades
- Technical analysis
- Data collection and analysis
- Hardware expertise
- Reporting and documentation
- System updates

LANGUAGES

Gujarati ●●●●●

Hindi ●●●●●

SUMMARY

Experienced and detail-oriented System Administrator with over 14 years of experience in managing and maintaining IT infrastructure for medium to large-sized organizations. Proficient in troubleshooting complex technical issues, implementing system upgrades, and ensuring the overall security and stability of systems. Skilled in monitoring network performance, resolving user problems, and providing timely support to ensure smooth operation of IT systems. Adept at collaborating with cross-functional teams and vendors to deliver optimal IT solutions.

EXPERIENCE

System Administrator Insignianhome

Oct 2024 - Present

- Led team meetings to discuss system performance, upcoming projects, and strategies for continuous improvement.
- Trained junior staff on best practices in system administration, fostering a culture of knowledge sharing.
- Negotiated service level agreements with service providers, ensuring maximum uptime and prompt issue resolution.
- Provided end-user support and training, enhancing staff productivity through the efficient use of technology.
- Managed server infrastructure across multiple sites, optimizing system performance and reliability.
- Collaborated with IT teams to plan and execute seamless migration of data and services to cloud platforms.
- Coordinated with vendors to evaluate and procure new hardware and software, ensuring compatibility and cost-effectiveness.
- Developed custom scripts to automate routine tasks, enhancing system efficiency and reducing manual errors.
- Monitored system performance using advanced tools, proactively identifying and resolving issues.
- Reviewed and updated system administration policies and procedures to align with current best practices.
- Assisted in budget planning for IT expenditures, prioritizing investments in hardware and software upgrades.
- Configured and administered network services such as DNS, DHCP, and email protocols for seamless connectivity.
- Set up, optimized and managed network equipment.
- Responded quickly to logged requests and incidents, achieving service KPIs.

System Administrator Groupe Veritas

Jul 2023 - Sep 2024

- Led team meetings to discuss system performance, upcoming projects, and strategies for continuous improvement.



- Trained junior staff on best practices in system administration, fostering a culture of knowledge sharing.
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- Provided end-user support and training, enhancing staff productivity through the efficient use of technology.
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- Configured and administered network services such as DNS, DHCP, and email protocols for seamless connectivity.
- Set up, optimized and managed network equipment.
- Responded quickly to logged requests and incidents, achieving service KPIs.

FMS support

Feb 2021 - Jul 2023

MOL Logistics

- Troubleshooting and resolving technical issues related to desktop computers, laptops, printers, and other IT devices.
- Providing onsite and remote support to end users for hardware and software issues.
- Setting up and configuring new desktops and laptops for users.
- Installing and updating software applications and operating systems.
- Collaborating with other IT teams to escalate and resolve complex technical issues.
- Training end users on how to use IT equipment and software effectively.
- Providing technical support to end users for hardware, software, and network-related issues.
- Installing, configuring, and maintaining desktop computers, laptops, printers, and other peripherals.
- Troubleshooting and resolving hardware and software problems.
- Providing onsite technical support to end users in person or over the phone.
- Performing system upgrades, software installations, and updates.
- Setting up and maintaining printers, scanners, and other peripherals.
- Collaborating with other IT teams to resolve complex issues.

Executive IT

Apr 2009 - Dec 2020

Hamilton Housewares Pvt Ltd

- Troubleshooting and resolving technical issues related to desktop computers, laptops, printers, and other IT devices.
- Providing onsite and remote support to end users for hardware and software issues.
- Setting up and configuring new desktops and laptops for users.
- Installing and updating software applications and operating systems.

- Maintaining hardware inventory and performing hardware upgrades as needed.
- Managing user accounts and permissions on network systems.
- Collaborating with other IT teams to escalate and resolve complex technical issues.
- Documenting support tickets and resolutions in a helpdesk system.
- Training end users on how to use IT equipment and software effectively.
- Participating in IT projects and initiatives to improve system efficiency and performance.

Desktop Support Engineer (on site)
Everest Kanto Cylinders

Apr 2008 - Apr 2009

- Troubleshooting and resolving technical issues related to desktop computers, laptops, printers, and other IT devices.
- Providing onsite and remote support to end users for hardware and software issues.
- Setting up and configuring new desktops and laptops for users.
- Installing and updating software applications and operating systems.
- Documenting support tickets and resolutions in a helpdesk system.
- Training end users on how to use IT equipment and software effectively.
- Participating in IT projects and initiatives to improve system efficiency and performance.

Desktop Support Field Engineer
Super Computer Systems

Feb 2007 - Apr 2008

- Troubleshooting and resolving technical issues related to desktop computers, laptops, printers, and other IT devices.
- Setting up and configuring new desktops and laptops for users.
- Installing and updating software applications and operating systems.
- Maintaining hardware inventory and performing hardware upgrades as needed.
- Managing user accounts and permissions on network systems.
- Collaborating with other IT teams to escalate and resolve complex technical issues.

EDUCATION

S S C
Mulund High School

Apr 1998 - Jan 2025

H S C
Mumbai University

Jun 1998 - May 2000

CERTIFICATIONS

Microsoft Certified professional
Microsoft

Mar 2008

Networking Essentials
Cisco Systems

Apr 2008