

HARDIKKUMAR D PANCHAL

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PROFESSIONAL SUMMARY

Accomplished Senior System Administrator with 8+ years of progressive experience overseeing large-scale IT operations, enterprise network infrastructure, and cloud platforms across distributed environments. Proven expertise in leading end-to-end network administration, security hardening, routing and switching, and infrastructure modernization projects for high-volume US based clients across 3000+ locations. Demonstrated ability to mentor teams, manage escalations, coordinate with cross-functional stakeholders, and drive service excellence under SLA-driven environments.

I'm skilled in managing complex networks involving Cisco, SonicWall, Fortinet, Basic Palo Alto, SD-WAN, NETGEAR, and TP-Link, along with cloud services such as Azure (AZ-104 certified), Intune and Office 365. Experienced in implementing network standards, optimizing performance, ensuring high availability, and improving operational efficiency. Adept in decision making, process improvement, and executing strategies that align IT operations with organizational goals.

FUNCTIONAL SKILLS

- Managed Azure and AWS cloud environments, including Microsoft Purview eDiscovery, Microsoft 365 administration (MFA, Conditional Access, user and group management, and security policies), Azure subscription management, virtual machines (VMs), SharePoint Online, Microsoft Teams Admin Center, user access management, and license administration.
- Cisco Routing & Switching (OSPF, EIGRP, RIP, VLAN, VTP), Cisco IOS backup/restore
- Network Devices: Cisco, Unifi, MikroTik, Meraki, NETGEAR, TP-Link, Wireless Aps, Cisco ACI
- Firewalls: SonicWall, Fortinet, Basic Palo Alto with SD-WAN
- Server: Microsoft server 2008, 2008 R1&R2, 2012, 2016, 2019 etc
- Basic knowledge about Linux
- VoIP & PBX: RingCentral, Avaya, Yealink, Cisco product line exp in Webex
- Cloud: AWS & Azure (VMs, VPN, EC2, S3, MFA, Security, O365, Intune)
- Strong understanding of Azure and AWS cloud technologies, including EC2/S3, virtual machine deployment, VPN setup, MFA, cloud storage, and general cloud security best practices.
- Microsoft 365: Exchange Online, Intune, Conditional Access, Defender, Microsoft Purview eDiscovery
- Virtualization: VMware ESXi, Hyper-V
- Windows Server: AD, DNS, DHCP, GPO, WSUS (2008–2019) and Skilled in administering, maintaining, and troubleshooting Microsoft Windows Server environments.
- IT Infrastructure: Planning, cost optimization, vendor management
- Monitoring & Reporting: System health, risk assessment, performance metrics
- Support: Remote support, troubleshooting, installation & configuration, Perimeter81 and Anyconnect
- Extensive experience with VOIP technologies including RingCentral, Avaya, and other telecommunications systems.

FUNCTIONAL SKILLS

IRVx Softwork Labs, Ahmedabad, India

Senior System Administrator

02nd July 2026 - Ongoing

- Administered and maintained Windows Server environments (2012/2016/2019), including Active Directory, DNS, DHCP, Group Policy (GPO), File Server, Print Server, and WSUS.
- Managed Azure and AWS cloud environments, including Microsoft Purview eDiscovery, Microsoft 365 administration (MFA, Conditional Access, user and group management, security policies), Azure subscription

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management, virtual machines (VMs), SharePoint Online, Microsoft Teams Admin Center, user access management, and license administration.

- Configured and managed Microsoft Intune and Microsoft Entra ID (Azure AD), including device enrollment, compliance policies, application deployment, Autopilot, and identity management.
- Administered Microsoft Exchange Online, including mailbox provisioning, shared mailboxes, distribution groups, mail flow, and email security.
- Managed virtualization platforms including VMware ESXi and Microsoft Hyper-V, performing VM deployment, migration, backup, and performance optimization.
- Implemented and maintained backup and disaster recovery solutions using Veeam Backup & Replication and Azure Backup.
- Experience in IT assets audits, access audits, SOC compliances and ISO 27001 for IT assets management
- Managed endpoint security using Microsoft Defender for Endpoint, Microsoft Defender for Office 365, and Microsoft Sentinel. Configured and supported networking infrastructure, including VLANs, VPNs, routing, switching, DHCP, DNS, and firewall administration (Fortinet, SonicWall, Cisco ASA/FTD, and Palo Alto). Monitored server, network, and cloud infrastructure to ensure high availability, performance, and security.
- Performed system patch management, vulnerability remediation, and operating system upgrades across enterprise environments. Troubleshoot complex infrastructure issues involving Windows servers, Microsoft 365, Azure, networking, virtualization, and endpoint devices. Managed user lifecycle activities, including onboarding, offboarding, access reviews, privilege management, and license optimization.
- Created and maintained technical documentation, SOPs, disaster recovery procedures, and infrastructure diagrams. Worked closely with vendors and Microsoft support to resolve critical production issues and implement best practices.

Relay Human Cloud India Pvt Ltd, Vadodara, India

Senior Network Engineer – US Clients

01st Jan 2025 – 30th Jun 2026

Network Engineer – US Clients

01st May 2023 – 30th Dec 2024

Performing a wide array of duties including providing remote Network & IT infrastructure support to US clients across 2500+ locations and managing 20,000+ IT devices such as routers, switches, computers, laptops, VoIP phones, printers, scanners, thermostats, Shopper Trak, and other IT equipment. Also leading and managing a team of 5 members to ensure smooth client infrastructure operations, issue resolution, and service delivery.

Install and configure UniFi Router and APs, Ruckus Wireless, Cambium Networks, and various enterprise grade routers and Switches, coordinate with ISPs to resolve internet outages and connectivity issues.

- Configure and administer Layer 2 / Layer 3 network devices, including routers, switches, Cisco ISE, and wireless controllers (WLC).
- Incident Response, Vulnerability Management, Security Policies, Endpoint Security, Disaster Recovery.
- Collaborate closely with Security teams and Business Operations to deliver and support network infrastructure projects.

- Maintain accurate network documentation, topology records, and asset inventory to ensure compliance and operational visibility
- Install and configure IP cameras, perform port forwarding, and support CCTV surveillance systems.
- Perform installation, configuration, and troubleshooting of Windows 10, Office 365, and system level software.
- Work with SonicWall, Basic Palo Alto, and Fortinet firewalls, including LAN/WAN configuration, security policy management, and troubleshooting.
- Use enterprise ticketing systems to prioritize, track, and resolve multiple high volume support cases within SLA timelines.
- Manage and deploy VOIP systems and support IP camera infrastructure including ExacqVision, IVMS, Hikvision, CP Plus, Dahua, and QVR.
- Troubleshoot end-user issues involving PC performance, system hangs, internet connectivity, and LAN related problems.
- Create and manage user accounts, profiles, and password resets across Active Directory and Office 365.
- Proficient in Microsoft Teams, Microsoft Office 365, and remote management platforms such as Kaseya and LogMeIn.

Projects with Clients:

- Accountable for replacement of landline phone to Polycom VoIP and Ethernet network switch to Fast Ethernet/Gigabit Network Switch and deployed the phone 2000+ locations.
- RingCentral, Avaya, Yealink, Cisco product line exp in Webex
- Working with clients Azure Paas/Iaas, AWS EC2/S3, Virtual Networking and VPN Gateway platforms
- Deployment Server OS, Domain Forest, Active Directory, Hyper-V used for on-premises VM hosting, DHCP, DNS, Implementing Group Policy
- Office 365 management and Implementation
- Manage and maintain 3000+ US Clients' location all over in USA.
- Handled IP Camera (Exacqvision, IVMS, Coster & QVR) project.
- Responsible for upgradation & installation of windows, windows IP addressing and completed
- Installation of Network devices and other IT systems over 170+ new locations.

Nisum Consulting Pvt Ltd Pvt Ltd, Vadodara, India
Network Engineer – US Clients

01th Feb 2020- 30th May 2023

Sheel InfoTech Pvt Ltd, Vadodara, India
Desktop Support Engineer - Field Engineer

01th Dec 2018- 31th Jan 2020

System Solution Pvt Ltd, Vadodara, India
Desktop Support Engineer - Field Engineer

01th Apr 2018- 30th Nov 2018

EDUCATION

- BSc in Information Technology from TeamLease Skills University, Vadodara – 2023 CGPA: 8.05 UGC
- Diploma in Computer Engineering. From Sigma Group of Institute, Vadodara – 2020 CGPA: 6.61 GTU

CERTIFICATIONS

- Microsoft Certified: Azure Administrator Associate (License No: 1508-0233)
- Cisco - Network Support and Security
- Palo Alto Networks - Network Security Fundamentals
- Fortinet – NSE1, NSE2, NSE3, Fortinet Certified Associate Cybersecurity
- Certificate of Participation AWS Cloud Computing from Cognixia (License No: - WkJ6LMqhQ8)
- Microsoft Certified Server Associate 2016-MCSA (A Grade) from IIHT, Vadodara
- Cisco Certified Network Associate-CCNA (A Grade) from IIHT, Vadodara
- Certificate for Hardware and Networking Engineering (DIHN) from ICE Computer Engineering
- Attending Webinar Certificate Explore the New Cloud ERA with AWS
- Attending Webinar Certificate Understanding the new AZ-103: Microsoft Azure Administrator
- Certificate of Participated One Day Industrial Visit I-Medita, Pune, Mumbai (Cisco Networking Labs)

Language

- Languages Spoken (Fluent): English, Hindi, Gujarati
- Languages Written (Fluent): English, Hindi, Gujarati

Declaration:

I, Hardik Panchal, affirm that the information provided above is accurate to the best of my knowledge. I take full responsibility for the accuracy of the details mentioned above.

(Hardik Panchal)