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| **Sanil**  [**Sanil.121709@2freemail.com**](mailto:Sanil.121709@2freemail.com) | **CCNP_sm** | **MCSAM(rgb)**  MY_PH |

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| PROFILE SUMMARY |
| * Experienced IT Infrastructure Specialist, success in leading all phases of PSS & IT Infrastructure projects; and offering 8 plus years of networks & systems experience. * Business strategist; plan and manage projects aligning business goals with technology solutions to drive process improvements, competitive advantage and bottom-line gains. * Excellent communicator; leverage technical, business and financial acumen to communicate effectively with client executives and their respective teams. * Expert in agile and waterfall project management methodologies. Able to manage large project teams and known for high-quality deliverables that meet or exceed timeline and budgetary targets. |

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| AREAS OF EXPERTISE | |
| * IT Strategy and Planning * Budgeting and Forecasting * IT Governance * Risk Management * Quality Management | * Project Management (PMI- PMBoK V5) * Offshore Development * Vendor Management * Systems Development * Stakeholder Management |

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| PROFESSIONAL EXEPERIENCE |

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| **IT Infrastructure Services – Network Administrator**  **Knowledge and Human Development Authority, Dubai, U.A.E** | **Oct, 2014– Till date** |

Hold multifaceted responsibilities to implement and administer network infrastructure and telecommunication systems. Assists in the development and management of IT Infrastructure project requirements, schedule and budget estimates to ensure on time and on budget delivery of project.

* Develop, Maintain and Apply the IT policies and procedures related to the IT team and Users. Responsible for ensuring IT Policies and Procedures are in place and aligned to world’s best practices for an efficient, automated, and highly organized IT Department.
* Configure, Deploy, Install and Maintain networks, servers, desktops, laptops and IT peripherals.
* Plan, Implement and Maintain KHDA disaster recovery plan for the IT infrastructure to assure business continuity.
* Responsible for the infrastructure and network architecture of KHDA and its Integrity, Security, Efficiency and Performance. Ensure the Live Environment is always up and running with High Availability. Constantly monitor all IT Systems, Networks, Firewalls, Links, and other components.
* Maintain and Execute KHDA’s daily data backups as per KHDA Policies and Procedures. Ensure a log is kept up to date for backup, off-site tape retention
* Upgrade, Maintain, Troubleshoot and Fix all company IT hardware and software and Solve Level 2 and escalated Level 1 support
* Responsible for the completion of IT projects within the limits of time and cost projections.
* Ensure Change Management processes are followed for any system, network, or application changes, upgrades, updates, decommissions, or implementations

**Major Projects**

* Virtualized DR Infrastructure with High Availability, Upgraded Hyper V to 2012R2.
* Upgraded Webservers from 2008R2 IIS 6.0 to 2012 R2 IIS 8.0 with Distributed File System.
* Upgraded SQL 2008 to 2014 Sp1 with multiple Instances with high availability.

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| **IT Supervisor/ Project Executive – PSS**  **RAKAirways, Ras Al Khaimah, U.A.E** | **Apr, 2011– June, 2014** |

Held dual accountability for (a) managing complex large-scale corporate IT projects and (b) leading the organization IT process Improvement practice, overseeing a team to deliver IT transformation, process management, IT Governance, application development and project management. Enhancing Airlines IT systems transformation, development, service delivery, customer experience, satisfaction and building-up long-terms relationship among all stakeholders and service providers.

* To plan, organize and control all IT activities and suggest recommendations for their enhancement in line with the corporate objectives.
* Ensure appropriate development processes, methodologies, and quality metrics are in place for the specific application/platform.
* Assists in the development and management of project requirements, schedule and budget estimates to ensure on time and on budget delivery of projects.
* Participate in the definition, implementation, and maintenance of the change management process.
* Coordinates and attends project meetings, maintaining official meeting records of decisions made and points open for further discussion.
* Monitors project record keeping and file maintenance for the lifetime of program or project.
* Educates decision makers in the senior management on the latest developments in technology by providing them with the required advice and reports.
* Coordinating with SITA, AccelAero on the Reservation and Departure Control System projects, and with IATA, ARINCand othervendors for specific requirements
* Responsible for carrying user acceptance test and sign-off of projects.
* Identifying post live issues and coordinating with Principle to resolve these.
* Coordinating with third party for connectivity to our host reservation system, to enhance our distribution channel (GDS) and ancillary services, Integrating the below services with our host system.
* Web Services & API Integration with OTA & PSS. Technical support on DCS and Reservation system. Support for any connectivity issues with the host systems.

**Major Projects**

* Successfully Migrated low cost (AccelAero) CRS to full service model (SITA) within the specified time and budget (7million USD).
  + - * Internet Booking Engine, Passenger Revenue Accounting, SITA Departure Control System
* Successfully Up graded the IT Infrastructure within the specified time and budget (125K USD)
  + - * Virtualization of 21 physical servers using Hyper V with 3 physical hosts.
      * Upgraded Corporate messaging infrastructure from Exchange 2003 to Exchange 2010 along with office.
      * Data Center Relocation - Moved Datacenter to the new premises within a downtime of 6 hours.

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| **Network Engineer**  **Kladeo Technologies' Pvt Ltd (ISO 9001-2008), Kinfra Techno Park, Kerala, India** | **Feb, 2008– Aug, 2010** |

Responsibilities to configure install and administer network infrastructure and telecommunication systems. Established new IT policies, which defined acceptable use of IT assets within the company.

* Managing and troubleshooting servers including a Predictive dialer, NFS Server, Squid Server and a samba sever, monitoring their day to day performance.
* Administer LAN activities such as creating user IDs, maintaining the critical back-up records, providing support for applications and printers, applying group policies to restrict the range of control for standard users.
* Carried out full installation of Cisco routers, Wi-Fi switches, IP Phones and edge switches, and other peripherals deployed in our network and cabling for routers, switches, hubs, and workspaces.
* Create and maintain network documentation, standard operating procedures, disaster recovery planning and general reference materials.

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| **Technical Engineer/Customer support**  **Oriental Marketing Corporation, Kerala, India** | **Aug, 2006– Jan, 2008** |

Product In charge - Electrical Equipment’s for LV products, Security Surveillance Systems & Energy Management Systems.

* Establish and Develop the Clientele base.
* Maintain Consistent Contact with my customer segment.
* Developing a strategy for attacking and penetrating a customer master list.
* Conduct demo and product training to customers.
* Obtaining approval from consultants to get the product specified for each project.
* Timely submissions of offers to customer.
* To provide cost economy solutions to customers.
* Implementing and installation of energy management systems, security surveillance systems.

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| EDUCATION |

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| ***Certificate in Project Planning, Implementation & Evaluation***  ***Indian Institute of Management -Kozhikode, Kerala, India*** | **2014** |
| ***B.TECH Electronics & Communication***  ***University Of Calicut, Kerala, India*** | **2002-2006** |

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| TECHNICAL SKILLS | |
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| Certifications | ITIL® V3 (ITIL/MY541359), CCNA,CCNP (Cisco id-CSCO11677975) MCP, MCSA (Microsoft id-7662892) |
| Operating Systems | Windows9x/2000(professional/server)/XP/2003/Vista/2007/2008/2012R2/2016 Linux (RHEL5, UBUNTU, Fedora ) |
| Server Administration | Active directory, Microsoft Exchange 2003/10/13, Microsoft SQL 2012/2014/2016, DHCP, DNS, WDS, WSUS, Predictive dialer management server, Call Manager, Proxy server, FTP server, NFS server, Barracuda spam filter, Corporate antivirus server, BES-5. Windows Server 2003/2008/2012 Administration, SCCM, SCVMM, SCOM. |
| Hardware | Cisco routers 2800/2500/2600/800/1700/1800 series, ASA 5510, Cisco switches 6400/4500/3950/3750/3560/2950/2970/1900 series, MCS7800, SAN Switches, Net gear Switches, hubs, work stations, Laptops, Modem, Network cards, Printers, Scanners, and other Peripherals. |
| Networks/ Protocols | TCP/IP, LAN/WAN, DNS, DHCP, FTP, ICMP, VPN RIP,OSPF, BGP, EIGRP, IS-IS, NAT, TFTP, IPV4, IPV6, ETHERNET |
| Back UP | CA ARC backup solution, Backup Exec-14, MSL 2024, MSL 4048 |
| Storage | HP 3PAR 8200, HP EVA P 6000 Series, MSA, Netapp, Buffalo Terastation, SAN |

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| PERSONAL DETAILS |

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| Date of Birth  Nationality  Passport no. | : 13th May 1984  : Indian | Visa status  Driving License  Languages Known | : Residence  : India, U.A.E  : English, Hindi, Malayalam, |

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