**SHINU**

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**Objective**

To Move ahead in my career with the backup of academic and professional expertise; to enrich knowledge by interacting with learned colleagues; to help the organization achieve the highest standards of professionalism and thereby achieve satisfaction and win recognition.

**Profile**

I have 13+ years of experience as Systems Administrator. During these years, I have worked extensively in different flavors of the Windows operating systems running on the Intel hardware platform. Currently specialized in Citrix, VMware, Windows 2000, 2003 & 2008. I am a Quick and enthusiastic learner who is Self-motivated and can face challenges.

**Acquired Skills**

* ITIL V3 Certified
* MCSE Certification
* MCITP Certification
* 70-290:Managing and Maintaining a Microsoft Windows Server 2003 Environment(MCP 2003)
* Citrix Certified Administrator on Xenapp 5.0
* VMware 4.0 certified professional.
* Completed FLM (Front Line Managers) Program at HP.
* Attended PMP Training

**Experience and Summary**

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| **British Petroleum, Dubai, UAE, Mar 2012 – May 2015** |
| Working with British Petroleum as a Team Lead(as a contractor), Dubai and am responsible for: - |
| * Supporting Middle East and North Africa Region. |
| * Installation, Configuration and decommission of wintel Servers |
| * Planning and implementation of short term projects at different sites of BP. |
| * Data center administration |
| * Managing a team of 10 members. |
| * Incident, Change, Capacity and Vendor management |
| * Initiating training sessions at all BP sites in MENA region. |
| * Analyzing, planning and being an integral part of regular discussions for all future projects |
| * Acting as a SPOC for MENA region’s Operation Team. |
| * Report generation and documentation for all process and activities taken care by the operation team. |
| * Discussing and sharing knowledge among peers to streamline and follow the best practice. * Having 1 on 1 session with team members. * Active Directory user management through Tivoli ID management. * Backup infrastructure management for Middle East and North Africa with tools like Symantec Backup Exec and EMC Networker * Managing Petro Technical Computing Environment, that is an environment of Linux servers and Netapp Storage nodes. * Project initialization,Implementation,Documentation,TIP Preparation * Managing Monitoring Tools like Solar winds and software push tool like Altiris * Managing Antivirus updates for all MENA site’s through Mcafee ePO 4.6. * Implementation and Management of Virtual Farm on Vsphere ESXi5.5 |

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| **Mphasis an HP Company ,Chennai, India June 2011 – Feb 2012** |
| Worked at Mphasis an HP Company, Chennai, India as Team Lead and my major responsibilities are:- |
| * 24x7 Remote Support for our Client British Petroleum in Europe, US, South Africa and Middle East. |
| * Solving and troubleshooting issues based on Incidents raised. |
| * Level 3 Support as SME (Subject matter Expert) for all Root cause analysis. |
| * Supporting Cluster servers, Application servers, DR servers, OAT servers, Production Servers. |
| * Support for basic backup issues for backup tools like VERITAS Net Backup, Symantec Backup Exec. |
| * Support for 2003, 2008 servers and also managing Virtual servers. |
| * Raising Urgent Break fixes at the time of serious server break downs. |
| * Remote tools or ILO, RILO, RSA or DRAC are used for remote support. |
| * Support provided via phone and mails. |
| * Educating customers about the production environment/Applications/Issues |

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| **Freelancer Oct 2010- June 2011** |
| Worked on contract as a Technical Consultant in Manchester, UK, and my major responsibilities were to:- |
| * Resolve desktop/server related issues, Server builds, |
| * Remote Management of servers through remote access tools. |
| * Applying critical Microsoft Patches on servers. |
| * Upgrading the Antivirus package and updating with the latest DAT files as and when required. |
| * Applying hot fixes/KB articles to resolve certain issues on the server. This would be implemented with the respective EWO (Engineering work order). |
| * Security consultation and support as IT consultant for New and Existing LAN environments for small scale companies. |
| * Build productive relationships internally and externally, fostering teamwork by keeping colleagues updated on activities |
| * To understand business drivers and risks involved to the customer. |
| * Adhere to the Company’s Quality and Business Processes |

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| **Mphasis an HP Company ,Chennai, India Apr 2008 – Sep 2010** |
| Worked at Mphasis an HP Company, Chennai, India as Team Lead and was responsible for:- |
| * Supported the EMEA region for our client General Motors. |
| * Manage the day–to-day planning, operation and problem-solving of a team of agents to meet with the required service level components, standards and targets, to develop the team to ensure delivery of a consistently superior customer experience by highly knowledgeable and customer-focused agents and to act as the communication conduit between Front liners and Management. To offer creative solutions. |
| * Manage the day–to-day planning, operation and problem-solving of a team of agents to meet with the required service level components, standards and targets, to develop the team to ensure delivery of a consistently superior customer experience by highly knowledgeable and customer-focused agents and to act as the communication conduit between Front liners and Management. To offer creative solutions. |
| * Delivery of service level components, quality and productivity targets & indicators. |
| * Operational Management: Managing the floor, adherence to schedule. |
| * Ownership and problem resolution. |
| * Daily Server reporting |
| * Resolving Incident tickets from the service center queue. |
| * Implementing various tasks on servers as per the given IMAC (install, modify, add, change) tickets. |
| * On call after business hours. |
| * Creating change records and deploying the same within the mentioned time frame. |
| * Remote Management of servers through RDP, RILO, ILO, DRAC, RSA. |
| * Taking care of small projects like decommission, hardware refresh, rebuild of servers, print queue migration, home drive migration. |
| * Applying critical Microsoft Patches on servers. |
| * Upgrading the Antivirus package and updating with the latest DAT files as and when required. |
| * Attending CAB (Change advisory boards) for the regional as well as Global to get a change record approved. |
| * Raising Urgent Break fixes at the time of serious server break downs. |
| * Using Scripts for Daily checks on servers for availability. |
| * Hardware monitoring through HP SIM, Dell open manage. |
| * Creating/Managing DFS links, cluster resources, Printer queues, user accounts, quotas. |
| * Applying hot fixes/KB articles to resolve certain issues on the server. This would be implemented with the respective EWO (Engineering work order). |
| * Handling Hardware procurement from DELL, HP and SUN. |
| * Certification done for Dell Fast-Track service for Power-edge servers, Notebooks and desktops, in order speeds resolution by quickly dispatching parts and Dell technicians to their location. |
| * Managing/building Virtual servers through VMware. |
| * Maintenance and troubleshooting of Citrix Xenapp 5.0 on Windows 2003/2008 servers. |
| * Install, maintain & monitor Citrix Xenapp 5. |
| * Support 100+ Remote Users. Packaged New updated Application software. |

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| **IBM GSDC , Brno, Czech Republic Nov 2007 – Mar 2008** |
| Worked at IBM GSDC,Brno,Czech Republic as IT Specialist and was responsible for:- |
| * Full Technical Support across EMEA. Responded to the needs of the network users concerning their access resources on the network and the operation of supported software applications. |
| * Assisting in the design and implementation of the network (LAN & WAN), troubleshooting network problems and conflicts. |
| * Addressing performance bottlenecks and ensuring maximum network uptime. |
| * Troubleshooting the Network issues and links follow up with service provider to find fault tolerance. |
| * Conducting Periodic reviews with the customer and analyze calls and their trends to take proactive measures to reduce knowledge-based calls. |
| * Troubleshoot problems & meet deadlines and TAT without compromising quality norms and adhering to SLA. |
| * Troubleshoot problems pertaining to Performance Tuning, Network Administration, Application Conflicts and System Bugs. |
| * Extend high-end technical support on various Servers and ensuring high customer satisfaction levels through prompt resolution of their problems. |
| * Domain Management, Active Directory Management. |
| * Supporting more than 600 servers with Windows 2003, 2000& NT through remote administration. |
| * Imparting training to end-users in the post-implementation phase. |

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| **First Apex Software Technologies Pvt Ltd. Bangalore, India Jul 2006 – Oct 2007** |
| Worked at First Apex Software Technologies, Bangalore, India (A software Development company Head Quartered at Singapore) as Associate Lead and was responsible for: |
| * Remote Administration, troubleshooting for clients across Singapore, Malaysia, Korea, Japan. |
| * Managing the System Services department to ensure the Smooth process and prompt response to customer’s issues internally and externally. |
| * Support on Windows, Solaris, Linux, Aix Servers |
| * Managing mission critical infrastructure |
| * Preparing weekly/Monthly Progress Reports of the System Services Department (SSD) |
| * Representing as QAR for SSD for Audit. |
| * Management and Maintenance of Domino Lotus Mail Server |

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| **Microsoft Inc. Feb 2006 – July 2006** |
| Worked at Microsoft Inc, Bangalore, India (A software Development company) as Support Engineer and responsible for:- |
| * Remote Administration, troubleshooting for clients across US,UK and Asia Pacific |
| * Providing L2/ L3 support to organizations with 1000-5000 users |
| * MS Windows 2000, Active Directory, Backup/ Restore, File & Print services, Virus Management Support, Managing mission critical infrastructure, Providing support, including procedural, documentation. |
| * Troubleshooting issues on IIS, SQL, Windows, SharePoint and Project Server |
| * Responding within agreed time limits to call-outs, Reporting Bugs to the product team. |
| * Testing a scenario in order to reproduce the issue faced by the customer and evaluating. |
| * Prioritizing and managing several open cases at one time. |
| * Documenting Resolutions for reviews which once approved and tested more than once for similar issues is declared as a KB article. |

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| **Cybercom Resources Inc. (Now Agiline Inc.) Aug 2003 – Jan 2006** |
| Worked at Cybercom Resources Inc, Bangalore, India (A US based software Development company) as a System Administrator and responsible for:- |
| * Maintenance of the whole LAN working under different platforms. |
| * Daily routine check of all terminals, Remote Administration, troubleshooting for clients across US and Malaysia. Maintaining an internal web server mainly IIS. |
| * Weekly Backups and documentation, Implementation of firewall, Linux server Administration |
| * Implementation and maintenance of the company Mail Server running on Exchange Server 2000 |
| * ISA server Administration, VOIP Implementation and Maintenance |
| * Implementation of a Multimedia Conferencing System (in-house product) |

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| **ISCOT(International School of Computer Technology), Kochi, India Sep 2000 – Aug 2003** |
| Worked at ISCOT (International School of Computer Technology) as a network administrator and was responsible for: - |
| * Troubleshooting and functional maintenance of the server and the nodes at all times. |
| * Demonstration and conduct of seminars involving various extraneous agencies to promote information technology and business. |
| * Rendering all technical assistance in installation and maintenance of networking assignment undertaken by this institution. |
| * Been onsite at Dubai for the initial setup of the institution |
| * Installing and Configuring Servers |
| * Workstations, Stand-alone systems. |
| * Windows NT Administration. |
| * Peer-to-Peer Network. |
| * Modem Sharing, Proxy, Wingate, DHCP. |
| * Disaster Prevention of Systems by installing and upgrading anti-virus software * Like McAfee, Norton etc. |
| * Managing Database Servers by preventing disaster. |

**Education**

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| 1996-1999  B.Sc. Computer Science,  SNGC College, Tamil Nadu,India  Bharathiar University. | 2003-2005  M.Sc. IT (Information Technology)  DEC, Tamil Nadu,India  Annamalai University. |