**SHIBU**

[**SHIBU.339392@2freemail.com**](mailto:SHIBU.339392@2freemail.com)

***An accomplished & knowledgeable professional*** *aiming for assignments as* ***Senior System Administrator*** *with an organization of high repute; preferably in* ***IT*** *industry*

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| --- | --- |
| **SKILLS SET** | **PROFILE SUMMARY** |
| **Installation & Configuration**  **Technical Support**  **Repair & Maintenance**  **Troubleshooting**  **Backup & Recovery**  **Liaison & coordination**  **Team Management** | * A competent professional with 9 years of experience in **Systems Administration and** **Networking Operations** * Expertise in designing, installing & maintaining IT systems and network management * Sound knowledge of data backup operations along with proven success in areas of backup planning, design & implementation, execution and disaster recovery * Proficient in imparting training on Salesforce and Service Max Application * Skilled in managing entire IT operations with experience in setting up / maintaining servers & server devices administration * Experience in ensuring configurations & data backup of services and implementing recovery from disaster * Gained significant exposure of working in AirWatch Console, MAC OS & iOS * An effective communicator with good analytical, interpersonal, planning and problem solving skills |

**CORE COMPETENCIES**

* Undertaking installation, configuration, administration, backup & recovery, applying database patches, up gradation, etc.
* Establishing environment by managing system configuration, directing system installation, documenting & enforcing system standards
* Devising strategies for disaster recovery management including planning and designing servers for back-up and recovery
* Resolving problems in server, monitoring servers and making daily check list & reports
* Handling activities related to remote troubleshooting and fault finding, if issues occur upon initial installation
* Extending high-end technical support for various servers and ensuring high customer satisfaction levels through prompt redressal of their problems
* Installing / configuring and managing Windows Server and Configuring CISCO Routers
* Responsible for handling antivirus malware and spyware quarantine issue
* Monitoring network maintenance activities and ensuring prompt troubleshooting of network problems to achieve maximum network uptime

**WORK EXPERIENCE**

***Aug’10 – Till Date: Dormakaba FZE, UAE as IT Tech Support***

**Role:**

* Overseeing Windows Servers 2003, 2008, 2012 and Active Directory based environment with 250+ users
* Undertaking activities related to:
* Installation & configuration of SAGE ACCPAC; setup and configuration of ACCPAC client in user’s machine
* Setting up company & system database and advance security settings
* User Administrations (create, delete & maintain); SAP client installation & configuration and SAPGUI troubleshooting & maintenance/upgrades/installations
* Creating and maintaining users, security group and user’s authentication
* Looking after:
* Microsoft Server Tools (Active Directory, DHCP, DNS)
* Creation of users and administering the group policies (GPO)
* Password and identity management
* SQL server daily backup, error identify and rectification between the interfaces
* Building & managing users in office 365; identifying & resolving technical issues relating to office 365
* Administering activities like:
* Installation and configuration of storage management hardware and software infrastructure
* Troubleshooting issues and delivering resolution for storage hardware & software
* Maintain proper backup schedule, restore and recover data as requested
* User creation & modification; out breaker protection & event management
* Installation and maintenance of Citrix Remote Application Server
* Responsible for:
* Maintaining content filter and spam filter
* Handling network server base antivirus solutions and managing client systems
* Supervising Salesforce CRM and Service Max Application Management

**Highlights:**

* Served as an active part of a 3-member team in implementing Corporate Network for DORMAKABA in MENA region
* Functioned as team member in ISO and PACE implementation in organization

***Apr’09 – Jul’10: AAA-Contractors (Ras Al Kaimah), UAE as IT Administrator***

**Role:**

* Accountable for:
* Managing and maintaining Windows Servers 2003 and Active Directory based Environment with 120+ users
* Maintaining Telephone Panasonic, NEC PABX Systems and software installation dump with latest updates
* Updating anti-virus updates, doing regular windows patch update
* Executing Remote Desktops Tools (LogMeIn & TeamViewer)
* Looked after:
* Configuration & troubleshooting client mail software’s like Microsoft Outlook & POP3
* Wireless Connection in Laptop for Guest Users, Managers and Directors
* Windows operating system; server hardware components as per requirement
* Installation & troubleshooting Printer (HP, Xerox, Utax and Zebra Label printer)
* File server maintenance, symantec endpoint protection and backup & restore using Windows tool
* Monitored backup and disaster recovery operations

***Nov’07 – Mar’09: Amana-Contractors (RAK), UAE as IT Administrator***

**Role:**

* Handled Windows Servers 2003 and Active Directory based Environment with 80+ users
* Accountable for:
* Configuring and troubleshooting client mail software’s like Microsoft Outlook with Exchange Server
* Implementing Remote desktops tools (LogMeIn, TeamViewer)

**EDUCATION**

* B.E. (Computer Science & Engineering) from Anna University in 2006

**PROFESSIONAL ENHANCEMENTS**

* MCP (Microsoft Certified Professional)
* CCNA (Cisco Certified Network Associate)

**TECHNICAL SKILLS**

* Well versed with:
* Configuring IP Addressing, Sub Netting & VLSM Concepts
* Routing Protocols: RIP V1, RIP V2, IGRP, EIGRP and OSPF
* Cabling Standards: Crossover, Straight Through and Rollover Cables
* Switching Concepts: STP, VLAN and ACCESS-LISTS
* Conversant with:
* Microsoft Office 365 and Microsoft Server
* ACCPAC and SAP
* Mobile Management
* NAS & File server
* MDEMON Exchange server
* Network Server base Antivirus solutions and Managing Client Systems
* Salesforce CRM and Service Max Application Management
* Citrix Remote Application Server

**PERSONAL DETAILS**

Date of Birth:5th January 1985

Address: Jebel Ali, Dubai, UAE

Language Known: English, Tamil, Malayalam and Hindi