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Career Objective

Aspiring for challenging career opportunities in Information Technology industry apropos my capabilities with an organization of high repute which can provide me with an invaluable learning and growing experience. I constantly strive to learn new technologies and look for ways to better myself in this rapidly changing industry.

Core Competencies and Skill Set

* Design, installation and troubleshooting of LAN & WAN networks
* Installation and configuration of Windows 7 Client side
* Cisco Routers & Cisco Catalyst Switch configurations
* Design and maintenance of LAN and WAN networks
* Infoblox (NIOS Administration)
* Infoblox HA configuration
* Infoblox DDI-DNS, DHCP, IPAM and NTP configuration
* Infoblox Grid Backup and Restore process
* Infoblox NIOS version upgrade
* Worked with JIRA management tool to file bugs in order to mitigate issues faced by customers which were reproduced in-house
* Windows OS, Basic Linux and MAC OS X troubleshooting
* Splunk Reporting
* Intrusion Detection (IDS) and Prevention (IPS) Systems
* Cisco Adaptive Security Appliance (ASA)
* Proficient is using traffic sniffing tools like Wireshark, Netmon etc.
* Sysinternal tools like Process Explorer, Autoruns, Proc Dump etc.
* Installation, Configuration and Troubleshooting of Windows Server 2003, 2008 R2, and 2012 R2
* Active Directory and Domain Controller : Installation and configuration
* Group Policies implementation and design
* IIS Server implementation and configuration
* Familiar with the concept of virtualization using Hyper-V & VMware and its configuration
* Configuration of DHCP and DNS servers
* Experience with memory management and caching mechanisms specific to mobile devices
* Good working knowledge in Cocoa Touch
* Familiarity with RESTful APIs to connect iOS applications to back-end services
* Experience with iOS frameworks such as Core Data, Core Animation, etc
* Understanding of Apple’s design principles and interface guidelines
* Familiarity with continuous integration.

Key Skills

* Effective communicator, fast learner, professional, driven, industrious, enthusiastic and self-motivated
* Good organisational and time-management skills
* Problem solver/planner with team leadership skills
* Presentation skills – both written and verbal
* Capable to adapt to new technologies and new environments
* Good in Technical Documentation
* Committed to own professional and personal development
* Have the willingness and eagerness to learn, work and adapt to new technologies
* Able to work well both independently and as part of a team
* Highly proficient in the use of all Microsoft Office/Communication applications.

Specializations

* Networking: **CCNA Certified** (**Score: 903**).
* Networking: **CCNA Security Trained**.
* Microsoft System Administration - **MCSA** Server 2012 R2 and 2008 R2 trained.
* Microsoft System Administration - **MCSA** Windows 7 trained.
* Programming Languages: **Objective C, C++, iOS programming**.
* Computer Hardware: Assembling and Troubleshooting.
* Platforms - **Windows, Mac OS X and Linux**.

Organizational Experience

1. **ASM Ltd**

Client: **INFOBLOX INC**

**Technical Support Engineer**

February 2016 – September 2016

Infoblox (NYSE:BLOX) delivers critical network services that protect Domain Name System (DNS) infrastructure, automate cloud deployments, and increase the reliability of enterprise and service provider networks around the world. As the industry leader in DNS, DHCP, and IP address management, the category known as DDI, Infoblox reduces the risk and complexity of networking.

Duties and Responsibilities:

* Assist our Global customers with Configuration, Maintenance and diagnostics of Infoblox Grid based servers
* Guide the customers through the Best practices according to their Network environment on Infoblox Grid based servers for best performance

* Work with the Engineering and Development team to figure out and fix code related issues though intensive lab based testing by simulating customers’ environment. This would need to Setup servers on different platform like Microsoft and Linux
* Troubleshooting complex customer environments and provide root cause analysis as well as workarounds; if needed communicate with Engineering team on potentially encountered defect and follow through with them assuring customer satisfaction
* Exposure in supporting Infoblox DNS, DHCP and IPAM setup. Also, experienced with BIND
* Worked on project deployment, integration (in between Infoblox and ADDS) & migration activities
* Worked with Infoblox physical and virtual appliance, Grid Master and Grid Master candidate, HA configuration, DNS, DHCP, IPAM and NTP configuration, setting up SNMP traps, VRRP, VIP, Role transfer, Licensing, backup and restore process, NIOS version upgrade etc.
  1. **Manjoorans Group of Institutes System and Network Administrator**

February 2015 – June 2015

Manjoorans Group of Institutes is one of the leading English training institutes in India with over 24 years of legacy, leading students to success with programs like IELTS, Speak smart etc.

Duties and Responsibilities:

* Support LANs, WANs, network segments, Internet, and intranet systems
* Maintain system efficiency
* Ensure design of system allows all components to work properly together
* Analyze and isolate issues
* Troubleshoot problems reported by users
* Make recommendations for future upgrades
* Maintain network and system security
* Monitor networks to ensure security and availability to specific users
* Evaluate and modify system's performance
* Identify user needs
* Maintain integrity of the network, server deployment, and security
* Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations
* Design and deploy networks
* Supervise and train Network Technician I and II
* Administer desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches
* Perform network address assignment
* Assign routing protocols and routing table configuration
* Assign configuration of authentication and authorization of directory services
* Troubleshoot server operating system, network hardware and network application errors

* Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers
* Responsible for research and development projects on new software, hardware and configurations
* Disaster recovery planning.

1. **Quintet Solutions, Cochin**

**Software Engineer - iOS Application Developer**

February 2013 – August 2014

Quintet started back in 2005 with the aim of providing top quality IT services and giving out jobs to the technically qualified youth of the country. The company excels in providing IT services around the globe.

Duties and Responsibilities:

* Design and build advanced applications for the iOS platform
* Collaborate with cross-functional teams to define, design, and ship new features
* Unit-test code for robustness, including edge cases, usability, and general reliability
* Identify and correct bottlenecks and fix bugs
* Work on bug fixing and improving application performance
* Continuously discover, evaluate, and implement new technologies to maximize development efficiency
* Ensure the performance, quality, and responsiveness of applications
* Help maintain code quality, organization, and automation.

Education

2015 - **CCNA** (Routing and Switching) Certified (**Score: 903**). 2014 - Cleared **IELTS with band score 7.0**

2012 - **B-Tech in Computer Science and Engineering** from College of Engineering-Attingal under Cochin University of Science and Technology (CUSAT).

Extra-Curricular

Hobbies and Interests: Travelling, Driving, Sports, Movies, Music.