***Manuel***

Manuel.343194@2freemail.com

C/o- +971502360357

***Career Summary***

I am a CCNA and MCSA certified engineering professional having 3 year of experience in Windows Server administration,Vmware administration, emc backup administration and network

administration. I was handling the data center of Citi bank in 18 EMEA countries and Citizensbank in US.

***Portfolio Handled***

Wintel System Administration | VMWARE Administration | Backup Administration | Active directory and Group Policy Administration | Incident Management | Linux system administration | Cisco Switches and routers | Exchange 2010 servers | RAID Technology | Windows Failover Clustering | Antivirus Configuration

***Experience Summary***

**Project Engineer, Wipro Technologies, India (April 2014 -April 2016)**

(Supporting 19 Projects for Citibankgroup EMEA & ASPAC regions)

Key Focus in the area of System Administration (Wintel and Vmware), Security update(IEM), ticket management using ITIL standard (ServiceNow), NDM configuration and File transfer &Backup management with excellent interpersonal and presentation skills combined with strong technical orientation.

**Senior Operations Professional, IBM India Pvt Ltd (April 2016 – Till the date)**

(Supporting Citizensbank datacenter for US country)

Key Focus in the area of System Administration (Wintel and Vmware), Security update(SCCM), ticket management using ITIL standard(HPSM), Backup management, Hardware configuartion, Windows Failover clustering, Hardware and OS monitoring, New build and rebuild of servers, Web server and Print server configuration and troubleshooting, Vulnerability fixing on servers

***Technical Skills***

Operating Systems : Windows Server 2000 / 2003 / 2008 / 2008 R2 / 2012 / 2012 R2

Virtualization :Vmware esix 5.5 & Hyper v

Backup Tools : EMC Legato Networker (7.6,8.1 & 8.2)

File Transfer : Connect Direct, SSH Tectia Client,

Remote Tools : RDP, VNC, ILO & Net Meeting

Ticketing Tools : Service Now & Resolve IT using ITIL standard

Monitoring Tool : HPSIM,TIVOLI and BMC

CITI Monitoring Tools : ESM, BMC, TEARS & Aperture

Patching : TPM,SCCM

Web server :IIS

***Educational Qualifications***

Course : Bachelor of Technology,Mahatma Gandhi University Kottayam, Kerala

Specialization : Electronics and Communication Engineering

Batch : 2009 - 2013

***Key Skills***

24x7 Supports for WINTEL,Vmware Production, COB & UAT servers. Configure, Update ,Manage & Traboubleshoot Windows Servers.

Virtualization using vmware and hyper v

Managing virtual machines using vcenter and hyper v

Configure,Execute& Monitor backup operations for Wintel servers using EMC2 Legato Networker.

HP,DELL and UCS hardware configuarion IIS web server administration.

Print Server Administration

Performing batch operations in Wintel servers. Cisco switching and routing (CCNA)

Exchange 2010 Server Administration Linux Server Administration

Handling Incident Tickets using Service Now ticketing tool.

Interact with clients to determine their needs and to develop plans for Service improvement.

Security implimention using certificates in web servers and secure file transfer

tools like Connect Direct

Secure file transfer Tools support like Connect direct, Tectia

Server Monitoring implimention using Tools like ESM,Tivoli,BMC, Tears etc

***Work Experience***

**Organization : Wipro Technologies Ltd**

**Designation** **: Project Engineer**

**Client** **: Citigroup Inc.,**

**Regions** **: EMEA & ASPAC**

**Project** **: Wintel and VMWARE System Administration**

**Organization : IBM India Pvt Ltd**

**Designation** **: Senior Operations Professional**

**Client** **: Citizensbank US**

**Regions** **: US**

**Project** **: Wintel and VMWARE System Administration**

**Roles** **:**

Providing excellent offshore - remote OS support (end to end) for over 400

physical servers located in Citibank offices around EMEA & SSA regions.

Server Builds & Rebuild using ILO. Post build, remediation will be performed in

servers based on CITI standards.

Active Directory and Group Policy updates

Providing access to newly published applications for users.

Monitoring alerts which are triggered from various tools like Tivoli, HPSIM and

act as per ITIL process to get issues resolved.

Timely resolution to all assigned service request tickets.

Servers Patching through TPM (Tivoli Provisioning Monitor) whenever updates

received from Microsoft to ensure all servers are patched with latest OS hot fixes. Ensure that all of our inventory servers are reporting to EPO container and

updated with latest Antivirus DAT version.

To ensure installation & regular monitoring of servers (400 servers) via CITI

standard tools – ESM, BMC, TEARS & Tivoli and send periodic reports to client. Server addition & updating details of servers in APERTURE. Periodic

consolidated reports from Aperture will be sent to client.

Installing, Configuring and troubleshooting of Connect direct Application, used

for file transfers among servers.

Periodic capacity planning for all servers based on CITI standards.

Adding servers to Tivoli Monitoring, HPSIM and troubleshoot them to ensure that all servers are properly monitored and tracked.

**Project** **: Backup Administration**

**Roles** **:**

Installing&ConfiguringEMC2 Legato Networker.

Managing Back-up operations with EMC2 Legato networker. Monitoring backup and ensure successful completion.

Scheduling backups as per Service Level Agreement & Client requirements.

Managing Media in Library as per retention policy agreed with the customer. Configuring Tape Libraries, creating Volume Pools, Groups, etc.,

Deploying restore & recovery during media failures / data loss. Data replication on media by configuring Cloning environment.

Trouble shooting backup issues.

Performing data restoration from earlier backups via Legato Networker User. Restoration

will be performed as per client request whenever some critical data is lost or when data loss occurs due to drive failure / system crash.

Readability Test done for old Backup data to ensure data can be restored when it’s needed in critical situations.

Periodic Security (both share & NTFS level) entitlement reviews done based on

Security team recommendations.

Updating hardware drivers & Firmware in servers whenever updates are released. Provide documentation for all server changes, installations, and upgrades to

ensure accuracy towards ITIL Standardization.

Management and maintenance of servers and services including print servers, File servers, application servers, Terminal servers.

**Project** **: Incident Management & Operations**

**Roles** **:**

Monitoring of servers & databasesuninterruptedly.

Monitoring server’s hardware, space, CPU utilization. To make sure the maximum uptime of the servers.

Follow escalation process for the ticket resolution.

To make sure all the IT services are available & consistently met for the business. To ensure timely release of systems to users.

Creating automation batches & simplifying processes.

**Project** **: Vmware Administration**

**Roles** **:**

Installation of ESX Servers, vSphere Client and Vcenter Server Create the datastore for storing VMs and data

Deploy Virtual Machines and use Clones, Snapshots, templates Health Check for VMs and ESX host

Present / Assign LUN to esx host (Actually a storage admin task)

***Trainings***

Windows Server 2012 R2 Administration Vmware ESXi 6 Adminsitartion

EMC backup Administration CCNA

Exchange 2010 server UNIX ,SQL DBA,

IIS Web server

HP,DELL and UCS hardware configuarion

***Personal Details***

Date of Birth : 24th Mar 1992

Gender : Male

Nationality : Indian

Marital Status : Single

Languages : English,Malayalam &Hindi

***Declaration***

I hereby solemnly confirm that all the details provided above are true to the best of my knowledge and belief. I am confident of my ability to work in a team. I shall carry myself in a manner that lends dignity to the organization and worthy enough of the person.