**VISHNOO **

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Seeking a challenging position as IT support professional in a progressive organization where I can utilize my knowledge and skills for the mutual benefit of the company and myself**.**

* Possess **5.6** years of qualitative experience in technical support operations, networking & system/server administration with technical expertise mainly on **Windows, VMware, Hyper-V, Exchange Server.**
* Certifications : **VCP6-DCV, MCSA 2012, MCTS 2008**

**TECHNICAL SKILLS**

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| --- | --- | --- |
|  | **OPERATING**  **SYSTEMS** | Windows-xp/Vista/7/8/10, Windows 2003/2008/ R2/2012/R2, Redhat, Ubuntu, and Mac |
| **SERVICES** | Active Directory, DHCP, DNS, WDS, DFS, VPN,Group Policy, IIS, WSUS, Clustering, Print Server, RAID levels |
| **VIRTUALIZATION** | VMware vSphere 4.x/5.x/6,Hyper-V |
| **Applications&**  **ANtivirus softwares**  **Back up Softwares** | SCCM, MS Office,Microsoft Visio, FTP tools, Antivirus Programs ( Symantec Endpoint Protection, Kaspersky)  Symantec NetBackup, Microsoft Backup |
| **MAIL SERVER** | MS Exchange 2010/2013 (Office365) |
| **MONITORING &**  **TICKETING TOOLS** | SCOM,HP-SIM,Hobbit,BMC remedy |
| **HARDWARE** | HP/DELL/IBM servers,SCSI/RAID controllers, iscsi storage, Tape Drives,Dell Power Edge Server R620, R710, R720 & HP Blade Enclosure c7000, HP ProLiant - BL460c BL680c, DL360, DL160 servers, SAN box,SAN fabric, Cisco switch and router, Wi-Fi Router |

**CORE COMPTENCIES**

**Windows& Enterprise Applications**

* + - * Managing and administration of Windows Server 2003, 2008/R2 and 2012/R2.
* Configuration & maintenance of Active Directory, DNS, DHCP, DFS, WDS, IIS.
* User accounts, groups & OU, DFS management and folder share permissions.
* Backup and restoration of Active Directory, AD Sites & Services, DC replication, FSMO roles management, Clustering in Windows Server 2008/2012.
* Microsoft Exchange 2010/2013/Office 365 – User mailbox, Shared mailbox,Distribution group, Public folders, Database management, DAG, Exchange Sever roles (CAS, HUB, Mailbox).
* RAID levels configuration.
* Security updates/Patch deployment and application installation through SCCM.

**Virtualization – VMware / Hyper-V**

* Installation, configuration & management of vSphere 5.1, 5.5&6.
* Configuring & managing features like HA, DRS, DPM, VMotion & Storage VMotion.
* Server consolidation with VMware converter (P2V & V2V Conversions).
* Fault Tolerance & Host profile, OVF Template, vApp & Resource pool.
* Virtual networking and virtual switches.
* Snapshot consolidation & VMware tools installation & H/W upgradation.
* Upgrading/Patching virtual infrastructure usingVMware Update Manager.
* VM deployment, Clone& Template.
* Hyper-V – Installation & configuration, deployment of VMs, migrations.

**PROFESSIONAL EXPERIENCE**

* **CompuCom – CSI Systems India Pvt Ltd – Pune, India (**Jan 2014 – Feb 2017**)**

**Role: System Support Associate – Wintel /VMware(Data Center Support)**

**Project – SABIC& Internal Data Center**

* Managing Windows Server (2003, 2008/R2 and 2012/R2) infrastructure with physical & virtual environment of approx. +2000 nodes.
* Configuration,support and maintain Active Directory, DNS, DHCP,DFS,FTP,Exchange server,IIS,WDS, WSUS.
* Back up and restoring Active Directory database from system state backup.
* Managing user accounts, groups & organizational units.
* Creating shared folders, assigning share rights and security rights & DFS management.
* Configuration of sites and managing replication.
* Enforcing group policy as per business requirements.
* Adding, modifying DNS entries and DHCP scope &reservations.
* Administration of Microsoft Exchange Server 2013/2010 (Office 365).
* Creating and modifying user mailbox, shared mailbox.
* Creating distribution list, mergingmailboxes, DAG.
* Deploying Exchange Sever roles (CAS,HUB,Mailbox).
* Deploying client machines through Windows Deployment Service (WDS).
* Patching & deploying applications using SCCM tool.
* Managing print server and related issues.
* Monitoring and troubleshooting alerts related to disk space, CPU and memory using SCOM.
* Configuration and administration of Symantec Endpoint Protection(SEP) security antivirus.
* Managing vSphere 5.1/5.5 virtualized environment.
* ESXi host server build and administration.
* Building and decommissioning of servers.
* Creating templates and clones &deployment of VMs using the templates as per the client requirement.
* Datastore configuration and snapshot management.
* Configuring High Availability (HA), Distributed Resource Scheduler (DRS) and Fault Tolerance (FT).
* Migrating of VMs using VMotion and Storage VMotion.
* Creating and managing resource pools and adding the VM's into resource pools.
* P2V and V2V conversions using VMware Standalone Converter.
* Managing tasks, events and alarms.
* Patching and upgrading ESXi host using VMware Update Manager.
* Adding disk,CPU,Memory and other H/D resources to VMs as per the requirements.
* Troubleshooting issues related to ESXi hosts.
* VMware Tools installation and hardware upgradation.
* Configuring virtual network in ESXi server by creating standard switches.
* Configuring tape-drives, scheduling backup jobs/policies using Symantec NetBackup.
* Rack mounting and cabling of physical servers, experience with x86 / x64 Intel, HP, IBM & Dell hardware like rack-mounted servers, blade enclosures, tower servers, desktop, laptop and other peripherals, troubleshooting hardware issues.
* Coordinating with vendor like HP, Microsoft, Dell, IBM for higher level troubleshooting.
* Raising, handling and resolving issues as per ITIL process (Changes, Incidents, Task) through BMC remedy ticketing tool.
* **Logistica E TransportesIntegrados– Luanda,Angola(Africa )(**Sept 2012 to Aug 2013**)**

**Role: Systems Engineer**

* Managing, configuring, monitoring and troubleshooting a network of approx. 500+ nodes on Windows platform with various customized applications.
* Implementing, managing and maintaining Microsoft Windows 2003/2008 network infrastructure including Active Directory, DNS, DHCP, group policy and FTP.
* Supported for the implementation of the network infrastructure of other companies (LTI, MPCP and 100%Design).
* Monitoring and managing the LAN infrastructure of 3 regional offices of the company.
* Creating domain users, OU’s in domain controller and adding computers to the domain.
* Assigning files and folders sharing and security permissions for users.
* Managing Kaspersky Antivirus server using Kaspersky Security Center.
* Installation and configuration of VMware ESX and ESXi servers within vSphere 4 and 5 environments, deploying VMs, Clone& Template.
* Installation and configuration of Cisco routers 2501 and 2811.
* Creation of VLANs and Inter-VLAN configuration on Cisco 1900,2950catalyst switches.
* Backup and restoration of servers using Symantec,Acronim backup tools.
* Configuration and troubleshooting of Microsoft Outlook and Outlook-Express.
* Configuring and maintaining& troubleshooting network devices like printers, scanners.
* Installation and configuration of desktops, laptops and tablets, wireless routers.
* Co-ordinate with vendors for support.
* **AXON Networks – Bangalore, India (**May2011 to Aug 2012**)**

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**Role: Systems Engineer**

* Managing, configuring, monitoring and troubleshooting a network of approx. 400+ nodes on Windows and Linux with many customized applications.
* Hardware and software installation, configuration and maintenance of computers and peripherals.
* Installing and configuring AD and user accounts management.
* Configuring and managing DNS and DHCP servers.
* Monitoring and managing the LAN infrastructure.
* Recovering data backup through Hiren’s software disk.
* Installation of various operating systems like Microsoft Windows Server 2003, 2008/R2, Windows XP, Windows 7, Vista, Suse Linux, Rhel 3/4 and 5 and Ubuntu 10.04/10.10/11.04
* Creating disk images and restoring them on the system.
* File server management.
* Configuring and maintaining network printers.
* Troubleshooting desktop issues.
* Co-ordination with the remote helpdesk/team (Specialist team, Server, Network & Telecom).

**EDUCATION**

* Bachelors of Technology (Electronics & Communication) - Calicut University (2010)
* Higher Secondary - Kerala Educational Board (2005)
* Secondary- Indian Certificate for Secondary Education(ICSE)(2003)

**PERSONAL PROFILE**

* Age and Date of Birth 29 years,02-07-1987
* Nationality Indian
* Sex/Marital Status Male/Single
* Languages English, Hindi, Malayalam

**DECLARATION**

I hereby declare that the above information is true to the best of my knowledge.