**SENTHAMIL** [**SENTHAMIL.357989@2freemail.com**](mailto:SENTHAMIL.357989@2freemail.com)

**O B J E C T I V E**

To join a organization that will recognize and utilize my skills fully and offer me a position requiring innovative and creative ideas where continuous growth and learning are way of life.

**E D U C A T I O N**

**Qualification Board/University Division Passed out**

B.TECH(IT) Anna University-Lord

Venkateshwara engineering college First 2011

HSC Matriculation-SSV First 2007

SSLC Matriculation-STEPHEN’S First 2005

**W O R K E X P E R I E N C E - 4 . 5 YE A R S ( T O T A L )**

**HCL Insys Pvt ltd, Singapore:**

**Client Name : LTA (Land Transport Authority), Singapore.**

**Project Name : TechRefresh**

**Information System Engineer November 2015 – July 2016**

* Installing and configuring computer operating systems, Win (7,8&10) and other Project related applications.
* Monitoring and maintaining computer systems and networks.
* Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues.
* Troubleshooting system and network problems and diagnosing and solving software faults.
* Providing support, including procedural documentation and relevant reports.
* Following diagrams and written instructions to repair a fault or set up a system.
* Supporting the roll-out of new applications.
* Following up new users' accounts and profiles and dealing with password issues.
* Responding within agreed time limits to call-outs.
* Prioritizing and managing many open cases at one time.
* Managing and supporting the VPN installation, troubleshooting.

**Onward eservices limited from June 2015 to October 2015.**

**Client: First source solution**

**Designation: onsite-support engineer**.

* Driving technical teams for quick resolution of high priority tickets as per ITIL process.
* Monitoring P1, P3, P4 tickets in Incident Management System (IMS) ticketing tool.
* Managing bridge call with the multiple team engineers for resolution of an incident.
* Outage/update and closure notification mail to be send to concern technical team and management team of each and every troubleshooting step.
* Installing software applications and monitoring software and hardware and involved in the data backup and recovery.
* Escalating the issues to next level engineers and management as per escalation matrix.
* We maintained the essentials such as operating systems, business applications, security tools, web servers, LAN and WAN networking.
* Supported to the outlook mail configuration. Version (2003, 2007, 2010).
* Providing proper resolutions and achieving SLA.
* Onsite troubleshooting.
* ESX/ESXi– design, plan, install, configure and troubleshooting.
* VCENTER SERVER-Install, configure, support, vmotion, storage vmotion, migration

**Notus soft solution pvt ltd from (2nd Aug. 2011 – 31st Oct 2014)**

**Designation: Desktop support Engineer**

* Provided technical support, including identifying problem incidents with their subsequent resolutions.
* Supervised and performed installation of new IT network equipment and system software.
* Administered creation of IT accounts and computer systems and offered support.
* Updated management on a regular basis through reports and presentations and via email.

**Maintenance & Testing Activities:**

* Maintained company peripheral network devices regularly, including printers and scanners.
* Tested the IT networking systems, monitored the performance of network servers and maintained firm’s computer systems.
* Ensured functionality of desktop systems throughout departments through frequent evaluations and routine maintenance.
* Planned and executed routine repairs and system upgrades.
* Made use of helpdesk systems to prioritize work-load and update queries and calls.
* ESX/ESXi– design, plan, install, configure and troubleshooting.
* VCENTER SERVER-Install, configure, support, vmotion, storage vmotion, migration

**CERTIFICATION:**

Red hat Certified System Administration (RHCSA).

Red hat Certified Engineer (RHCE).

**NITYO INFOTECH SINGAPORE**:

* ITIL V3 FOUNDATION CERTIFIED.

**Network knacks**:

Ip Addressing

Switches

**Red hat (RHCSA & RHCE):**

Installation of Red hat Linux.

Partitions – Primary, Extended, Logical Volume Management (LVM) & Swap Partition.

Packages Installing & Updating Kernel.

User & Groups – Creating & Managing Users & Groups.

File Permission – Users & Group Permissions, Special Permission, Access Control List (ACL).

File Sharing Services – SSH, VNC, NFS, NIS, LDAP, SAMBA, ISCSI.

**VMWARE:**

Vsphere5.5 virtualization

Vsphere 5.5 features

Vcenter server 5.5 features

ESX/ESXi– design, plan, install, configure and troubleshooting.

VCENTER SERVER-Install, configure, support, vmotion, storage vmotion, migration.

**MCSE:**

Domain model, Active directory, Domain controller.

Functional levels, Partitions, Tomb stone period, FSMO features.

**P E R S O N A L D E T A I L S**

Name : Senthamil

Marital Status : Single

Date of Birth : 31-March-1989

Sex : Male

Languages Known : English and Tamil

Nationality : Indian

Availability : Immediate

Relocate : Anywhere

I assure you that the data provided is correct to the best of my knowledge.I assure you to work hard and enhance the

reputation of your esteemed organisation.