

***AREASOFEXPERTISE***

*Networking–LAN / WAN / VPN/Routers /Firewalls Windows Server 2012, SQL 2008 Enterprise.*

*1st/2nd line issues, Infrastructure Support, Server Support, Microsoft Technologies, Remote Support tools etc...*

***PROFESSIONAL***

***BE (Computer Engineering)***

***PERSONALSKILLS***

*ProblemsolvingCommitmenttooutcomeshighlyanalyticalHelpfulattitude*

Arjunan  [Arjunan.361094@2freemail.com](mailto:Arjunan.361094@2freemail.com)

**Applying for ITSystem / Support Engineer**

**PERSONALSUMMARY**

AconfidentandreliableITsupport engineerwithextensive practicalexperienceofworkingwithcomputersandresolvinganysupport issuesthatareraisedto theservicedesk.Possessingaprovenability toadministratorandcontroltheoperation,configurationandmaintenanceofcomputerbasedinformation systemsaswellashavinganeyefordetailandabletomulti-task under pressure.Anexcellentcommunicatorcanrelatewellwithpeopleatalllevelsandhastheflexibilityofworkingwellaspartofateamandonmyown.Now lookingto further analready successfulcareerbyworkingforanambitiousandexpandingcompany.

# **WORKEXPERIENCE**(Total 23 years) – UAE 17 yrs. & INDIA 6 yrs.

## Granite Construction Company, P.O.Box # 842, Abu Dhabi, UAE

ITSYSTEM ADMIN. / SUPPORT ENGINEER- ***From Mar1998–Present***

Responsibleforsupportingthecompany'sSMEclientsatalllevelsaspartofahelpdeskteam.Ensuringthatall Hardware Softwareisconfiguredinstalledcorrectly.

***Roles and Responsibility: HP Blade Administration***

* To manage the HP Blade System C7000 enclosure
* To maintain the enclosure with appropriate Blades installation (i.e. Blade Server G7)
* Obtaining the proper and needed storage SAN modules to enclosure.
* Administering & maintaining blade servers through HP Systems Manager (i.e. ON Board Administration)
* HP Blade System 10 GB Ethernet Connection with Flex-10 (i.e. Fiber optic data access from the enclosure)
* Managing Redundancy between multiple servers in the enclosure administration.
* Redundancy between the different OA and managing with different IP Address configuration.
* Regular and needed firmware updates for H/W infrastructure by offline and online.
* Remotely managing the complete enclosure through OA

***Duties and Responsibility:***

* Performs VMwareand Active Directory Administration.
* Supports worldwide Active Directory, Exchange and File Server environment.
* Employs multiple backup strategies, used to recover from varying degrees of system failure, human error, or malice.
* Performs both routine data and complete system restoration.
* Performs regular audits and test restores in lab environment to ensure business continuity plans are effective and reliable.
* Works with Internal & External regulatory compliance personnel to audit Systems Infrastructure observance of controls.
* Monitors systems health, responding appropriately to network alerts and events.
* Interfaces between team members and other teams.
* Provides technical assistance to other team members and helpdesk staff.
* Acts as technical escalation for problem resolution and troubleshooting.
* Supports heterogeneous environment with multi-vendor server deployments.
* Works extended and/or alternative hours as needed for roll-outs, system upgrades, etc.
* Performsother duties and projects as assigned
* Installs and configures servers with operating systems, applications, tools and patches.
* Installs, configures and maintains Storage Area Network and attached systems

***COMMUNICATION SYSTEMS***

*MS Exchange Server 2010/ 2003*

*Internal Mail System,*

*MS Outlook 2016 / 2013 / 2010*

*Internet Explorer 11 / 10 / 7.1*

*MS Outlook Express etc.Ammyy*

*Team Viewer, Any Desk*

***Utility/Application Software’s***

*Symantec Backup software for Server data backup.*

*Arc Serve Enterprise Version for Server data Backup.*

*MS SQL Server 2008/2005*

*MS Office 2016/2013/2010*

*Team Viewer, Log Mein*

*PC Anywhere for RDC*

*Anti-Virus McAfee Group shield, Bitdefender, Norton, Kaspersky, AVG etc..*.

***OPERATING SYSTEM***

*Windows Server 2012, 2008 R2 / 2003. Administering Windows Server 2008 / 2003 Based Network, Having multiple Domains & 2003 Clients / Nodes.*

*Windows 10 / 8 / 7/ XP& vista*,

***LANGUAGES KNOWN***

*English - Read, Write & Speak.*

*Tamil - Read, Write & Speak.*

*Speak - Hindi&Malayalam*

* Ensures maximum uptime for both local and remote exchange users.
* Monitor overall server updates and Check server security threats.
* Keep a daily Server Data backup system with rigorous schemes.
* Implement & Monitor the sharing structure (NIC) between the departments & its rules.
* Maintain mail updates & tracking mail servers.
* Apply new services for servers after testing
* Provide all employees a software and hardware support for all the daily operations as a second level support and connecting first line support.
* Assure a stable environment for all internal PCs and its security.
* Maintain constant and fast maintenance for any internal problems or through the vendors
* Trouble of Hardware/Software pertaining to nodes in network environment
* Network establishment in various remote sites & maintenance on demand basis.
* Data exchange between various remote sites connected with ISDN, Leased line / ADSL

***Roles and Responsibility: -BlackBerry Enterprise Server (BBES)***

* Managing Blackberry user through BES Server, such as authentications & filters the services
* To maintain the user’s regular Email backup, contacts, SMS and etc.
* Trouble shoot the Blackberry devices with Microsoft Outlook
* Trouble shooting user conflicts with Blackberry services.

**2.**Was Working as **Computer Engineer** with **M/s AMBE Consultancy Services**,

(Govt. Recruitment Agency) Bombay**,** INDIA**,** From Sept 1996 – Feb 1998

***Responsibilities: -***

* Managing & Administrating Novell NetWare 3.1
* Configuring & Installation of Software for all Novell Nodes and Server.
* Network (LAN) Trouble shooting & Managing Data bank.
* Prepare MIS & Inventory reports
* Ensuring trouble free operation of email, Internet, Phone & other Electronics gadgets.
* Maintaining Database & Updating the various Clients Requirements.
* Assisting the General Manager in his day to day Activity.
* Maintaining of CV’s of candidates tendered to clients. Independent drafting of letters and correspondence with clients and candidates.
* Maintaining & Handling Selected, Visa received for all candidates Passports.

**3.** Was Working as ***Systems Support Engineer*** at **M/s. Mega soft Consultancy,**

Madras Tamil Nadu, (May 1994 – June 1996)

***Responsibilities:-***

* Processing of data, Programming in Turbo “C” and creating reports
* Preparing of MIS & Inventory Reports in “ C “ Language
* Creating Various types of Visiting & Wedding Cards, Various Designs, Report Type Setting etc., done by Page Maker 5.0 & Corel Draw 5.0 (DTP)

**4.** Was Working as***Hardware / Software Support Engineer*** (Part Time Job)

at **M/s Creative Systems,** Madras, Tamil Nadu (July 1994 – May 1996)

***Responsibilities:***

* General Computer Maintenance
* Assembling and Troubleshooting – 486, Pentium machine
* Repairing Printers and other Computer peripherals etc.
* Good system Maintenance
* NetWare Cabling & HUB Connectivity checking Server to Nodes.

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