 

**Curriculum Vitae**

**SAKTHIBALAN**

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**Profile:**

More Than 9 Years of Experience in System Administration, Networking, Maintenance & IT-Infrastructure Support Services. Have prime focus on Implementation and Administration of Networks. Also provide timely, effective solution to the problems faced by the end users and maintain the agreed SLA.

**Industry Experience:**

Network Operations and Implementation (Cisco, Cyberoam, TP Link, Switches and Wireless APs)

Security Operations and Implementation (Checkpoint, Cyberoam and Fort iGATE Firewalls)

Infrastructure Management & Technical Management

Proficient in establishing & implementing Systems Management functions.

Proficient in Server Maintenance.

Excellent in oral, written and interpersonal communication skills.

Adept in delivering customer service excellence.

Excellent in Data Recover from Virus and Malware infected Systems.

Ability to work under Deadline Pressure.

**Carrier Summary:**

Mar 2015 to Till Date Manager Shukran Electronics Trading LLC- Dubai

Feb 2013 to Feb 2015 IT Administrator Sun global Fzco - Dubai

July 2010 to Jan 2013 System Engineer – Trivision Computers - Dubai

Feb 2009 to May 2010 Hardware & Networking Engineer in AdSpot Advertising

Oct 2008 to Jan 2009 on Job Trainee – Accell IT Academy

**Carrier History:**

**Current Organization Shukran Electronics Trading LLC**

**Current position IT Manager / System and Network Consultant**

**Experience with the company Mar 2015 To Till Date**

**About the Company Setup:**

Working with the System & Networking Engineering Team to Provide the Global Client Support via LAN and Site Visit, Load Balancing and Firewall Devices Implementation ,Provide the Server and Telecommunication Devices Support.

**Tools Used:**

Microsoft Remote Desktop with Dyn Dns, Cyberoam Partner Global Support, Team viewer, Ammyy Admin, Any Desk, TP link IP Sec VPN

**Transition Involved:**

* Windows Server 2012 R2, NAS Storage, UPS With Firewall Implementation in Engineering Consortium-Dubai. Worked As IT Consultant and Implemented All the Devices and Made the Site UP and Running
* Server , Firewall With VPN Services & Panasonic IP Telephones implementation in Nassem AL Barari – Dubai and Implemented ERP Software Package with Multiple Branch office.
* Server with ERP Package and VPN Services with Multiple Location Access with Remote Employee Access Implemented in Golden Dunes – Dubai and Al Dana Meat Factory
* Bio Metric and Time And Access Control is Installed configured For more than 200 Visitors with various Access Level in Krusali Consultancy – Abu Dhabi and Synced with Multiple Locations
* Complete IT Infrastructure Design with Server ,Firewall Implementation and Panasonic Digital Telephone System implemented in Oman International Telecommunication – Dubai
* Linux Enterprise Server 6.1 implemented for Oracle Training with Port open for Global Access

And Avaya IP Telephony for International Country Access in Advalo Oracle Training Centre

* Cromoset Dos Machine has been successfully migrated to Pentium 4 Dos System with restricted Access of 20 GB HDD in Al Ghurair Printing Press – Dubai within 4 Hour Down Time
* Complete Infrastructure Design with Camera and Bio Metric Access Control with Global DVR Access in Mobility Electronic Devices in Platinum Shipping Logistics LLC
* Firewall And VPN with Employee Monitoring System Implemented in Dubai and Saudi Arabia to Access Core Server Data and Video Conference Solution in Transcrescent Dubai
* Infrastructure Design with Multiple Node access in Dubai , Abu Dhabi & Ajman to Access POS System with Global Data Sync in Sql Server in B6 Investment - Dubai
* Complete Infrastructure Design implemented with ERP- Focus Package Access in multiple Branch Access with IP-Sec VPN Implemented in Magnetic Technologies
* Networking and System with Time And Attendance implemented with Camera and Multiple Heavy Duty Copier installed and configured for day to day access in Goldest Interiors – Dubai

**Roles and Responsibility:**

Work on Designing and Interacting with Clients to meet the necessary Requirements.

Work on Design Verification and Material Enquiry to supplier

Work on Price Comparison and Negotiating with Supplier

Work on material Integrity verification and implementation verification as per the standard

Work on Server Implementation as per the Client Requirement

Work on firewall implementation as per the client Requirement

Work on Site Monitoring and Maintaining AMC Report with Team Support

Work on initiating IT Policies and implementing the Policy to the user to maintain IT-Standard

Work on Monitoring Firewall for Mail and Spoofing and Cyber Attack protection

Work on Day to Day Report Monitoring and Guiding Team to maintain the IT Security

Work on Report Generation and Interacting with HR Manager for Time and Attendance System

Work on New Site Meeting and getting the Client Requirement

Work on Microsoft 365 and Exchange Server Admin role to Create and modify user mail box

Work on Modifying the Firewall Access Rule as per the Client Requirement on Day to day Basis

Work on Creating the Knowledge Article about the Site Implementation for Team Future Reference

**Previous Organization : SUNGLOBAL FZCO - DUBAI**

**Designation : IT ADMINISTRATOR**

**Experience : FEB 2013 TO FEB 2015**

**About the Company Setup:**

Sun Global Fzco Had More than 7 Branch’s across the World and Maintains Control from Dubai for Data and Exchange Server Access with Roaming Profile Active Directory Setup for more than 100 Users.

**Tools Used:**

Windows Server 2012 R2, Exchange Server 2013, Service Now and Cyberoam Firewall with VPN,

Polycom V-Conf, MailPv, Acronis True Image, Hiren & Ultimate Boot Disk. Kaspersky Boot Disk, Avast Recovery, H-Dat, Hyper-v Virtual Server, Wire Shark, TCP View, Windows PowerShell

**Achievements:**

Joined as a Contract employee for Sun Global Fzco and moved to permanent role within a year time.

Promoted to change implementation team from Level 3 support to report Directly to Group CEO

Quick promotion to Level3 Support team from change implementation to handle escalated incidents and problems

Received Outstanding Employee Performance and Bonus within Two years Of Service

**Transition Involved:**

* Office Entire Information Technology Infrastructure Re-designed with Network Team and Implemented with 4 Physical Server & 8 Hyper V Server , Cyberoam Firewall with Content Filtering , Microsoft Exchange Server 2013, Camera with Global DVR Access, Bio Metric with 24/7 Access Control .
* Branch Office Firewall configuration implemented in Nigeria and Hong Kong and China with Network Team Support.

**Roles and Responsibility:**

Providing Support to Users and Management for Day to Day Problems in windows and Macintosh systems

Provided Support for Firewall Support to Maintain the Connectivity for Branch Office

Coordinate with Etisalat and DU Services for Telecommunication Related Problems

Preparing Bandwidth and Utilization Report on monthly basis

Conducting Daily Meeting with Branch IT team to help them to improve their problem handling Skill

Maintaining the 100% incident Acceptance time and resolve the issued on time

Performing firewall rule and route addition in Head office and branch Firewall’s.

Performing Mail Monitoring with MX Toolbox for IP Address Block list Monitoring

Performing Dynamic IP Address Update to Dyndns Update to provide Global Access

Providing on call support during weekends and non-business hours for the escalated incidents

Preparing the Incident Reports and Report for Known Error Database

Maintaining Regular Backup for Server, Exchange Server and SQL Server Database Backup

Preparing and Maintaining Firewall Configuration backup for disaster Recovery

Maintaining and Purchasing the Daily IT Consumables and keeping the Track Sheet

Ensure network connectivity throughout a company's Lan/Wan infrastructure with technical considerations.

**Previous Organization : TRIVISION COMPUTERS - DUBAI**

**Designation : SYSTEM ENGINEER**

**Experience : JULY 2010 TO JAN 2013**

**About the Company Setup:**

Trivision Computers is having more than 300 Retail Customers and giving the SMB Customer for Annual Maintenance Support for Computer, Server and Telecommunication Devices and Office IT implementation For New Business Entrepreneur’s as per the requirement

**Tools Used:**

Windows Server 2008 R2, Hiren & Ultimate Boot Disk. Microsoft Remote Desktop with Dyndns,

Sysinternals, SConfig, Email Archiver, Virtual Router, Virtual Box, Microsoft Security Baseline Analyzer

**Transition Involved:**

* Microsoft Windows Server 2008 R2 with Exchange server 2010 has implemented and more than 50 live user has migrated from PST to Microsoft Exchange Server OST Mailbox in International Expo Consultants – Dubai
* Virus Infected Computers has successfully Disinfected and recovered all the core information files for Ethiopian consulate - Dubai
* Numerous Hard Disk Bad sector has been Fixed and recovered all the files from the corrupted operating System with H DAT Tools
* Live old Server to new server with Focus ERP Software Migration Successfully done in Nassem Al Barari - Dubai

**Roles and Responsibility:**

Providing End User Support and Solution on Call Basis

Maintaining AMC Customer Server and Systems Up to date and Monitoring System Health Audit

Installing New Computers and Servers as per the Customer Requirement

Performing Modification in server, Firewall, wan, Domain Controller as per the Client Requirement

Diagnosing and Identifying the Problems in Network and fixing the cause

User Creation, Modification and Role Assigning in Active Directory as per the Client Requirement

Providing the Remote Support via Team viewer, Putty to the client

Configuring the Outlook for the User as per the Server Configuration i.e. POP3, IMAP, Exchange

Configuration of Router, Access Points, Range Extender with Cable, Wireless Range Extender’s

**Previous Organization : ADSPOT ADVERTISING - CHENNAI**

**Designation : Hardware & Networking Engineer**

**Experience : JAN 2009 TO MAY 2010**

**About the Company Setup:**

AdSpot Advertising is company is a Data Entry and BPO Based Company and Running Systems 24/7 which have totally three shifts to provide support for Dubai, Singapore and United States. It has nearly 50 Computers Up and Running Continuously without Down Time.

**Roles and Responsibility:**

Support Local Area Connection and Wide area connection, network, and intranet systems.

To support and maintain Red Hat Linux Server for data and Security Access

Ensure Design of System allows all components to work properly together

To Evaluate and Modify System’s Performance to work smoothly

Maintain the Server and network integrity

Maintain Network Facilities in individual Machines, drivers and Settings of Personal Computers

Preparing Ghost Images for rebuilding the System with lower down time

Maintain Servers, Desktop Computers, Printers, Routers, Switches, Telecommunication Devices, Personal Digital Assistants, and Smartphones, Software installation and Security Patches and updates

Maintain and monitor Server and CCTV Backup

Monitor And Do the Daily the Scanning for Antivirus to ensure security from Removal Devices

**Previous Organization : ACCELL IT ACADAMY**

**Designation : ON JOB TRAINEE**

**Experience : OCT 2008 TO JAN 2009**

**Roles and Responsibility:**

OS Installations in the PC

Troubleshooting hardware related issues with end-users

Application installations and performance issues

OS re-installations and recovery

Ip address assignment and Internet issues

Troubleshooting System performance related issues

**EDUCATION:**

Degree : B.E – Electronics & Communication Engineering

College : Valliammai Engineering College

Period : 2004-2008

Percentage : 71%

**CO-CURRICULAR ACTIVITIES:**

Attended Industrial visits to Integral Coach Factory - Chennai.

Participated in cultural events in school-level.

**EXTRA CURRICULAR ACTIVITES:**

Member of National Social Service in college and School.

Participated in yoga events in college level.

**Declaration**

Here by, I declare the above statements are true and correct till the edge of my knowledge.