[Sruthy.372170@2freemail.com](mailto:Sruthy.372170@2freemail.com)

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| **Objective** | | | |
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| To work with an organization that offers professional growth, fosters innovation, and utilizes my skills to the benefit of the organization and self. | | | |
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| **Experience & Skills Summary** | | | |
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| Linux & Windows Servers | Remote Support | L1 - L3 Technical Support | |
| Project Management | MS Office (Excel, Word, PPT) | Team Management | |
| Quality Management | MIS Reporting | Training | |
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| **Work Experience** | | | |
| **10 + years of experience spans across international IT companies supporting clientele across the globe** | | | |
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| **ServerPoint,** Las Vegas, United States (Remote Admin) | | | **Oct 2013 till date** |
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| ServerPoint.com a.k.a AplusHosting is a pioneer in the webhosting industry founded in 1998. Hosting tens of thousands of small and large clients from around the world running complex infrastructures on hundreds of servers. | | | |
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| **Systems Engineer** | | | |
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| * Remote Server Administration and Technical support services for International Webhosting clients. * Managing thousands of Linux and Windows servers. * Accounting/Marketing related tasks * Installation, configuration, performance tuning and troubleshooting of software such as Apache, Exim, Qmail, Sendmail, Bind, MySQL, PHP, IIS, MSSQL, FTP, R1Soft backup software, Firewall and IPtables * Keeping in touch with clients about any issues and obstacles at Client level * Handle Client issues and appropriate Client escalations * Ensuring Client advocacy is maintained by suggesting, piloting, and implementing projects * Create and suggest policies and procedures to improve existing process * Participates and recommends strategic development needs to the Executive Management * Provides quality assurance by monitoring existing processes * Draft and submit project plans to internal Executive Management and Clients * All approved projects are being managed through the entire lifecycle * Stabilized and proven pilots are expanded based on the outcome * Bring in Control mechanisms to the live projects to ensure consistency in outputs * Ensure people engagement activities are conducted timely with proper involvement * Ensure all the reports are on line at the end of each week/month * Ensuring reports are sent on time to the internal Executive Management & Client * Ensure all down time reports are maintained by respective owners * Ensures timely training opportunities (Personal and Process) are addressed * Provides a high level of problem analysis by coaching TMs, responding to requirements * Overview Training Need Analysis and review training effectiveness | | | |
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| **PoornamInfoVision Pvt Ltd** | **Apr 2008 – Aug 2013** |
| Cochin, Kerala | |
| Poornam Info Vision a.k.a. Bobcares is an ISO 9001:2008 and 1SO-27001 certified company providing Quality Outsourced Technical Support, Server Administration services, Network Management and Software Development services to Hosting companies and ISPs around the world. | |
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| **Team Lead / Systems Engineer** | |
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| * Remote Server Administration and Technical support services for International Webhosting clients * Managing thousands of Linux and Windows servers for major data centers Worldwide * Installation, configuration, performance tuning and troubleshooting of software such as Apache, Exim, Sendmail, Bind, MySQL, PHP, IIS, MSSQL, FTP, R1Soft, Firewalls and IPtables etc | |
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| **Quality Engineer** | |
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| * Monitor performance of quality control systems to ensure effectiveness and efficiency. * Identify quality problems or areas for improvement and recommend solutions. * Review and update standard operating procedures or quality assurance manuals. * Collect and analyze production samples to evaluate quality | |
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| **Internal ISO Auditor** | |
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| Conducts periodical QMS Internal audits in the company to ensure continual improvement of Quality Management System and to ensure that the company complies with the requirements of ISO 9001-2008 | |
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| **Training coordinator** | |
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| Schedule and conduct adequate ongoing skill improvement trainings for entire company | |
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| **Sutherland Global Services** | **Nov 2006 – Apr 2008** |
| Cochin, Kerala | |
| Sutherland is an international BPO based out of US, manages Technical Support and Customer Service for fortune 500 companies. | |
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| **Sr. Technical Support Engineer** | |
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| * Handling customers' issues/queries on time, using supporting tools and applications * Perform all phases of supporting; interpretation, analysis, research, and resolution of issues. * Tracks and documents all customer and problem information * Training and mentoring the team members on Top Call Generators * Handling the Supervisor and Escalation calls * Managing team in the absence of the Team Leader * Discussing the new Customer issues and finding the solutions by doing research * Conducting the Refresher product and Process training for the new hires and bottom performers * Manage individual problem cases by researching issues and analyzing individual needs * Strong knowledge on networking and windows operating systems. * Ensure 100% compliance to procedures set by the organization * Training and mentoring the team members on Top floor technical issues * Handling the Supervisor and Escalation calls. * Finding the easy solutions for the TCG issues and publishing to team. * Participates in training activities to maintain technical knowledge. * Meets and maintains high SL targets (as set by the MO) to meet the overall client targets. | |
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| **IT Skills** | |
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| * MS Office ( Word, Excel, PPT etc) * Email Clients (Outlook, Outlook Express, Thunderbird, Mac Mail) * Hosting control panels like cPanel and Plesk. * Ticketing systems like Kayako, Cerberus, Ubersmith, WHMCS, RT and Salesforce * Backup/restore of domains/databases/emails, R1soft. * Monitoring servers and services using Nagios/Pingdom tools * Installation, configuration and maintenance of software like Joomla, Wordpress, Magento and many more. * Operating Systems – Linux (RedHat, Fedora, CentOS, Ubuntu), Windows (98, XP, Vista, Windows Server 2003, 2008, 2012, 2016, Win 7, Win 8 and 8.1) * Web Servers – Apache, NginX, IIS, LiteSpeed * Networking – TCP/IP, Telnet, Ping, Traceroute, Nmap, Traceroute. * Mail – SMTP, POP, IMAP, Exim, Qmail, Postfix * Security – IPTables, APF, CSF, SSH, SSL * Databases – MySQL, MSSQL 2005 – 2016, JET DB * Virtualization - Xen Citrix, VMWare, Virtuzzo, HyperVM, OpenVZ | |
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| **Education** | |
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| Qualification | University/Board (May 2016) |
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| B. Tech. | Cochin University of Science & Technology |
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| **Declaration** | |
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| I hereby confirm that all particulars furnished above are true and complete to the best of my knowledge and belief.  Place: Dubai  Date: **Sruthy** | |