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: DubaiDate: **Sruthy**  |