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|  | **RESUME** | | [http://www.compulearnc.com/courses/img-micr/MCITP-Windows-Enterprise-Administrator.gif](http://www.google.ae/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&docid=dHv-pjIhD3O2jM&tbnid=yBV3ybiJauxsuM:&ved=0CAUQjRw&url=http://www.compulearnc.com/courses/ms-mcitp-ea.html&ei=22WcUaDuIYbftAaQr4DgBg&bvm=bv.46751780,d.Yms&psig=AFQjCNHMAXsJd_g9NHhIaUEJoC_ratXvaQ&ust=1369289796464537) |
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| **Sreeshanth** | | Email Id: [sreeshanth.373119@2freemail.com](mailto:sreeshanth.373119@2freemail.com) | | |
| **IT Manager / Sr. IT Infrastructure Engineer** | |  | | |
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**PROFESSIONAL SUMMARY**

• An IT professional with over 9 years of diversified expertise in Information Technology.

• Detail oriented professional with sound decision-making, analytical and problem-solving skills.

• Persuasive and concise communicator, experienced in dealing with all levels of management and

mentoring subordinates for greater productivity.

• Valued contributor to key strategic initiatives right from conceptualization to implementation of

Enterprise Resource Planning (ERP) by interfacing with various departments.

• Looking for a new and challenging role to develop my skills further, researching new technologies

and reveling in new challenges.

**EXECUTIVE PROFILE SUMMARY**

* **IT Manager / Sr. IT Infrastructure Engineer – with 9 years of experience.**
* **Microsoft Certified Enterprise Administrator**
* **Microsoft Certified Enterprise Messaging Administrator**
* **Masters in Information System Management, Bachelor of Computer Applications**

**AREA OF EXPERTISE**

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| * **ERP** | **EPMS, Sage ERP, Tally** |
| * **Operating Systems:** | **Windows Server 2012, 2008,2003, Windows Client OS and Linux** |
| * **System Administration:** | **Active Directory & Exchange Management, Win Server 2012 and Exchange 2010** |
| * **Virtualization:** | **VMware Esxi6.5, Hyper-V - Windows Server 2012** |
| * **Database:** | **MS SQL, MY SQL, MS Access** |
| * **Mail Servers:** | **Exchange Server 2010, Email Architect, Office 365** |
| * **Voice / Telephony:** | **Avaya IP Office R.10, SRV Ed– PABX/IP Telephony, Redbox Call accounting** |
| * **Call Centre Management** | **Voxtron, Avaya Contact Centre** |
| * **VMS / CCTV Security:** | **Milestone, CPPlus** |
| * **Antivirus:** | **TrendMicro Office Scan/Deep Security, Kaspersky, Malwarebytes** |
| * **Print Management:** | **aQrate (UTAX), Equitrac (Kyocera)** |
| * **Backup / DR:** | **Plate spin, Acronis, Symantec, LinuxPC, File Sync** |
| * **Network / Firewall:** | **HP, Aruba, Cisco / SonicWALL, (CCNA Course Completed)** |
| * **Monitoring systems** | **Manage engine, Nagios, Zabbix** |
| * **Web:** | **WHM, CPanel, Wordpress** |
| * **Service Desk:** | **HP Service Desk (SD) / Manage Engine-SDP, Happy fox (ITIL Based).** |
| * **Languages:** | **C, HTML** |

**WORK EXPERIENCE**

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| Employer | : Azizi Developments, Dubai. (“Developer of the Year Award Winner 2016”) |
| Designation | **: Sr. IT Infrastructure Engineer (15/03/2014 – till date)** |

**Projects Handled – Key accomplishments**

* Established a Tier 2+ datacenter hosting HP hardware, ARUBA network as backbone, SonicWALL firewalls, Trend Micro Deep security as Antivirus and Anti-malware, along with VMware based Disaster Recovery Solution. Installed as per standards like HVAC, Biometric System (Access Controls, Security Cameras), Network Racks, Server Racks, Cable Management, Power Management.
* Setup point to point P2P and multi point PMP wireless office networks at remote locations completely with radios, antennas, cable, power with battery and generator backup.
* Spearheaded 5 branch office startups (450+ users).
* Delivered EPMS-ERP.
* Received the Chairman’s "Award of Merit" in recognition of rapid expansion of IT systems and support to align with unanticipated business growth.
* Introduced IT Helpdesk ticketing system to streamline IT services by categorizing & prioritizing each request with high-end support.
* Played key role in implementation of IT Policy Manual to ensure smooth functioning of the IT Department.
* Managed a domain upgrade from Windows Sever 2008 R2 to Server 2012 R2, introduced new domain, performed migration and successfully decommissioned previous domain for 1000 + users.
* Implemented Exchange 2010- with HA, DAG, CAS Array and migrated users from traditional pop to Microsoft Exchange.
* Managed server consolidation, Introduced VMware ESX 6.5, Virtualized physical servers and setup remote DR setup using Plate spin.
* Migrated Avaya IP Office 500V2 PABX to Avaya R10 Mid-Market SRV Ed. For 2000 users.

**Responsibilities involved**

* Administration and managing of the group IT & network infrastructure which includes 25+ servers with 1200+

client systems, in more than 8 site offices across UAE through LAN, WAN and VPN.

* Responsible for Mail servers, Domain Controllers, Database server, Antivirus Server, Application Servers, Backups, Telecommunication systems - Avaya (R10, Mid-market-Server Edition), SonicWALL Firewall, VMS(CCTV), Finger Print based Time and Attendance system, UPS Systems and Internet based connections required at Head office and other Site Offices.
* Responsible for managing a team of dedicated IT professionals, including training, objective setting,

developing and implementing policies for the IT department.

* Managing and monitoring the Corporate Network (Aruba / Cisco) in HO and other locations.
* Coordinating with the Project Manager and Customization Team for the development and implementation of

The EPMS ERP (Real Estate).

* Conducting regular review meetings for the tracking of the ERP Implementation and completion of the project

within the Budgeted Cost (KPI) and Responsible for the Activity Completion Sign Off as per the

various stages of the Project Plan.

* Preparing, finalizing and managing the IT budgets and expenditures on hardware’s and software’s.
* Responsible for the Annual Maintenance Contract (AMC) renewals for Servers, License Renewals and

ERP Software’s.

* Reporting to Deputy, CEO. (Operations).

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| Employer | : MDS computers, Abu Dhabi |
| Client | **: Emirates Airlines, Dubai, UAE** |
| Designation | **: IT Support Engineer (01/11/2012-20/2/2014)** |

**Responsibilities involved**

* Reports to the Incident Manager. Undertaking the responsibility of 24/7 smooth delivery of all Enterprise Applications to 14,000 + users.
* Provide Level 1(L1) and Level 2(L2) technical support to user’s which includes inbound calls, email, chat & remote login and ensure escalation and other sectional procedures are maintained.
* Analyze reported incidents and provide solutions to the users enabling them to resume their work with minimum disruption as per agreed SLOs.
* To complete IT service requests as per agreed SLO & to work towards resolution of incidents across various technologies.
* Provide quick fixes / workarounds / solutions to be updated in the Known Error database to Problem Management Team.
* Undertake small to medium-sized IT projects as instructed by the IT Manager.

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| **Employer** | **: eGlueWeb Technologies Pvt, Ltd. India.** |
| **Designation** | **: Systems Administrator (15/06/2011 to 17/09/2012)** |

**Responsibilities involved**

* Administer web users and hosting accounts. Oversee the partitioning of computer servers to ensure optimum resource allocation to hosted clients without sacrificing computer, data storage and network performance.
* Assign hosting representative or account officer for client hosting projects. Approve additional storage increases and computing resource upgrades using cPanel and Plesk hosting, for Linux and Windows.
* Working with and troubleshooting all the following, including, but not limited to: SMTP, SNMP, SNTP, POP, FTP, SSL, SSH, HTTP, HTTPS, telnet, SFTP, DNS, RDP, TCP, ICMP, and UDP.
* Regular application installations, configurations, and day-to-day administration. Monitor all Windows and Linux servers for performance issues and stability concerns. Work with Apache and IIS6 to support customers and ensure maximum uptime.

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| **Employer** | **: Pencil Animations, India.** |
| **Designation** | **: Systems Administrator (05/04/2010 to 28/05/2011)** |

**Responsibilities involved**

* Diagnosing and resolving desktop level technical issues by providing both remote and technical assistance concerning the use of computer hardware and software, including printing, installation, word processing, e - mail, and operating systems.
* Windows Server – Installation, administration, configuration, services, event viewer, tuning, user management.
* Analyze requirements for operations, recommend upgrades & purchases as well as assist in preparation of annual IT budget. Responsible for maintenance of hardware inventory through asset tagging.
* Liaise with creation of user accounts and email address for employees.
* Recovery of data from hard disks in the event of drive crash or data corruption due to virus attacks.

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| **Employer** | **: Toonz Academy Calicut, Training division of Toonz animation. India** |
| **Designation** | **: Junior System Administrator (01/11/2008 to 30/03/2010)** |

**Responsibilities involved**

Provide day-to-day support for labs and lab environmental issues.

* Image, configure and install desktops and laptops for new hires, and creates accounts for applications.
* Install and support enterprise applications such Windows XP, Windows 7 and Office 2007 as well as departmental business applications.
* Perform hardware replacements as equipment becomes defective or obsolete. Manage inventory including software’s, hardware’s, IP addresses, and various other systems.

**EDUCATION**

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| EXAM / DEGREE | YEAR | UNIVERSITY / BOARD |
| Masters in Information System Management | 2014-2016 | Bharathiar University | |
| Bachelor of Computer Application (BCA) | 2009-2012 | Periyar University | |
| Bachelor of Technology (B.Tech) | 2004-2008 | Calicut University | |
| Higher Secondary | 2002-2004 | CBSE | |

**CERTIFICATIONS / CREDENTIALS**

Microsoft Certified IT Professional Enterprise Administrator (MCITP Enterprise Admin)

Microsoft Certified Enterprise Messaging Administrator

Microsoft Certification ID: