

# MANIKANDAN



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# Professional Summary

* Over all 10 Years of professional Experience in System and Network administrator.
* Expertise in Network setup, upgrade and migration in different geographical locations, like Thin client migration in different locations of Etihad in UAE.
* Hands on experience in Master Data Management (MDM) migration in Smartphone's and IPADs.
* Expertise in configuring Cisco Routers 2800, 2600XM and Cisco Switches 1900, 2900 series & HP 1800 Semi Manageable Switch with Fiber cable connectivity.
* Expertise in Symantec antivirus and MacAfee Data Protection for the entire system.
* Expertise in fixing SCCM -application issues by customer through remote using GoTo Assist software.
* Upgraded Etihad Network Operation Center (NOC) workstations and Configure Exchange emails in Blackberry, Samsung and IPhone.
* SME in handling NOC airline application issues.
* Systems/Network administration, troubleshooting and maintenance, system connectivity, IT Management, infrastructure development, client servicing, debugging and periphery Maintenance more than 8 Years.
* Experience in Activating BES or BIS service in blackberry devices.
* Strong understanding of backup and restoration methods.
* Resolving user issues through remote using GoTo Assist software.
* Expertise in RAID 0, RAID 1 and RAID 5.
* Proficient in Windows Server 2003 integration setup.
* Good Problem solving with a strong technical background and interpersonal skills.

# Work Experience

* **Currently doing Team Lead Role in IBM Middle East FZ (LLC). Since Dec 2015**

System Network Administrative Engineer

* **Etihad Airways, Abu Dhabi. Sep 2013 – Dec 2015**

IT Functional Support Specialist

* **Jumbo Electronics company Ltd (LLC). Sep 2010 – Aug 2013**

Technical support engineer

* **Navia Markets Limited. . Nov 2009 – May 2010**

System Administrator

# Certifications

* Certified in **PMP-Project Management Professional** (Course completed)
* Certified **CCNA-Cisco Certified Network Associate**

# Certified CCNP-Cisco Certified Network Professional (Routing and Switching)

* **HP Certification**-Accredited Platform Specialist
* Trained in Sabre Sonic Interact Technical system.

# Skill Matrix

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| --- | --- |
| Routers / Switches/Firewall | Cisco Routers 2800, 2600XM and Cisco Switches 1900, 2900 series and Fortigate 200A |
| Servers | Windows Server 2003,SAN Storage,VMware,Firewall |
| Others | Configure Exchange emails in Blackberry, Samsung and IPhone. Office 2010/2013 to advanced level |
| Applications | SCCM, Symantec,GO TO Assists |
| Database Environments | MS SQL Server, Oracle |

**Educational profile**

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| --- | --- | --- |
| **Degree** | University | Year |
| B. Tech | SASTRA Deemed University, Thanjavur | 2007 |
| Diploma - IT | Shanmugha Polytechnic, Thanjavur | 2004 |

**Projects Handled**

|  |  |
| --- | --- |
| Client | **IBM Middle East** FZ(LLC) |
| Project | MDM,IBM BigFix and Windows 7 Upgrade |
| Role | Team Lead |
| Responsibilities | * Thin client migration in different locations of Etihad in UAE * Lead the team in upgrading IBM BigFix, MS-Office 2013, Citrix Receiver and IE11 application. * Master Database Management (MDM) migration in Smartphones and IPADs. * Upgraded Etihad Network operation center (NOC) workstation from windows XP to Windows 7. * Configure exchange emails in BlackBerry, Samsung and IPhone * Activating BES or BIS service in blackberry device with the help of ISP. * Creating corporate images using Symantec and SCCM application. * Familiar in Symantec antivirus and MacAfee data protection. * Coordinate with vendor to resolve hardware and software related issues. * Managing IT Asset Inventory reports, documentation and vendor coordination. |
| Environment | FF/IE/Chrome, Windows XP, WIN7, Windows 8, Windows 10. |
| Duration | From Dec2015 |

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| --- | --- |
| Client | **Etihad Airways** |
| Project | Citrix Migration,S30 and P500 Workstation Deployed |
| Role | IT Functional Support Specialist |
| Responsibilities | * Handling all issues related to Desktop, Laptop, Printer,Scanners,Wireless device and providing IT Support for critical department Network Operation Center (NOC). * Familiar in Airline Operation application like Sitatex,AIMS,Airman,Flight Explorer,Aircom server,Airnav,Boeing toolbox,Lido,Amadeus,Sabre,Citrix. * Familiar in HR Operation like Oracle9i,Oracle10g and Discover 10g client,Toad,PLSql developer. * Familiar in Finance and Revenue application like Thinkcell,SQL management studio,Visual studio. * Application support like Microsoft office,VPN clients,Internet browser,RDP. * Provide First Level Support Windows/Citrix Environment and Lan/Hardware/Software/Network. * Provide support to end users relating to hardware and software, computer application,LAN components and peripherals * Supervise complaint ticketing system and follow timely resolution of all work orders. * Coordinating with **IT Helpdesk, Level 2 and Level 3** to solve the Critical and High Level issues |
| Environment | FF/IE/Chrome, Windows XP, WIN7 |
| Duration | From Sep2013 to Dec 2015 |

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| --- | --- |
| Client | **Jumbo Electronics Company Ltd (LLC)** |
| Project | SAN storage, VMware and Firewall |
| Role | Technical Support Engineer |
| Responsibilities | * Documented and developed different network infrastructures as per the business requirements * Implemented **Fortigate 200 A** with Cluster Technologies, Managing and maintaining network. * Monitoring VMware **Servers** (SAN Storage with 3 ESX Servers) and Virtual Machines. * Working with routing and switching configuration, designing network architecture performing connectivity troubleshooting. * Good Understanding of OSI Model and Routing Protocols. * Lotus notes installation, configuring and Troubleshooting. |
| Environment | Windows XP, WIN7,SAN,VMware,Firewall |
| Duration | From Sep2010 to Aug2013 |

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| --- | --- |
| Client | **Navia Markets Limited** |
| Project | Active Directory, IT Asset |
| Role | System Administrator |
| Responsibilities | * Configured Cisco catalyst switches and routers 1900, 2900 and 2600 series respectively. * Knowledge in network protocols like **RIP, IGRP, EIGRP and OSPF**. * Configuring **TCP/IP, DHCP, DNS, ARP** protocols * Basic Level **VLAN** Configuration * Implementation and maintenance of LAN network. * Workstation installations of Windows 95/98/Windows NT/Windows XP. * Troubleshooting all network connectivity, hardware and peripherals * Troubleshooting Client OS related issues such as Windows XP * Maintaining inventory of all Users, Systems, Network connectivity, IP details, Link details and information security. |
| Environment | Windows Server 2003,Windows NT,Windows XP, WIN7 |
| Duration | From Nov2009 to May2010 |

# Personal Profile

Date of Birth : 03-May-1984

Sex : Male

Nationality : Indian

Marital Status : Married

Languages known : English, Tamil

# Declaration

I hereby solemnly affirm that all the details provided above are true to the best of my knowledge and belief and that at all times, I shall carry myself in a manner that lends dignity to the organization and worthy enough of the person.