**JITHIN**

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**Senior Support Engineer ( Network , Security & Systems)**

**( CCNA , CCNA SECURITY )**

***KEY SKILLS***

* Configuration and Management of Firewall/ Router **Fortigate, Sophos/Cyberoam, Cisco and Zentyal.**
* Expertise in setup of **DC and DR**
* Familiar with storage devices **(SAN & NAS) Dell PowerVault, NetApp**
* Familiar with **infrastructure monitoring with tools like PRTG and I view.**
* Expertise in virtualization with **VMware ( HA , Replication & SRM).**
* Expertise in **management of mail server** (Zimbra).
* Familiar with **SQL Server (Mirroring, log shipping , backup)**
* Familiar with **backup software Veeam Backup ,Windows Server Backup, rsync.**
* Expertise in configuration and management of Windows Servers and Desktops.
* Familiar with Linux.
* Installation and Management of Network devices like Modems, Internet Routers, Access Points and Switches.
* Expertise knowledge in IP Cam, DVR, Network Printers, etc.

***PROJECTS HANDLED***

* Cyberoam Firewall Implementation in Mannarkadu Service Co-operative Bank.
* Fortigate IPsec Site to Site VPN creation in Yogakshemam.
* DR Configuration and Replication with VMware in Jubilee Mission Hospital.
* V2V migration to VMware of Mail Server in SML Finance
* Veeam Backup Implementation in SML Finance &Yogakshemam.
* PRTG Monitoring Server implementation in Chopies South Africa, PNY Sabha, Jubilee Mission Hospital, etc.
* Domain Server Migration in jubilee Mission Hospital.
* DHCP Server Migration in Jubilee Mission Hospital.
* Configure database mirroring in Jubilee Mission hospital
* Owncloud server and client Implementation in PNY Sapha..
* Tally Server Installation in Ecotech India Pvt.Ltd.Co.

***WORK EXPERIENCE***

***SOFFIT INFRASTRUCTURE SERVICES PVT LTD.***

**Senior System Administrator** |**Ernakulum| February 2016 – June 2018|** [**www.soffit.in**](http://www.soffit.in)

* In charge of Remote infrastructure management support.
* Implementation, Administration and Maintenance of Linux and windows systems
* Virtual IT Manager Role in some client side, Manappuram finance, Mannarkadu rural co operative bank,Cabot Technologies Cochin etc.
* Handled various responsibilities in the absence of the IT Manager &Administrator in the client Enterprises.
* Implementation and management of virtualized server systems with VMware ESXI.
* Implementation and management of large network including DC and DR.
* Implementation and management of (VMware Zimbra) with high availability and spam filters.
* Implementation and management of UTM firewalls like Fortinet, Sonic wall, Cyberome and Sophos.
* Configuring and implementing Remote Access Solution: IPSec VPN, SSL VPN.
* Implementation and management of Infrastructure monitoring with PRTG and I view

***MAR.BASELIOS MEDICAL MISSION HOSPITAL.***

**Senior System Administrator**| Kothamangalam | **September 2014 –January 2016|** [**www.mbmmhospital.org**](http://www.mbmmhospital.org)

* + Participating in complete system builds, upgrades, migrations and Patch management
  + Installing, configuring, and troubleshooting of Server 2003 and 2008 R2
  + Active Directory administration (backups & monitoring)
  + Creating and managing domain users accounts, roaming profile, logon hours, issuing passwords
  + Troubleshooting issues like logon failures, account lockouts & authentication problems
  + Monitoring daily backups.
  + Support the hospital user on following technologies:
  + Desktop support – Windows XP, Windows 7, Mail clients desktops, laptops, printers, networked copiers, basic LAN/WAN and VPN connectivity ,VLAN and others as assigned.
  + Installation and Configuration of IBM X3650 m series servers.
  + Updating the latest anti-virus on servers and monitoring the anti-virus patches on Servers and Desktops and generating Reports
  + Managing CCTV and Bio Metric Attendance systems.
  + Act as the direct liaison between hospital users and Software team members to coordinate the transfer of information and documentation and provide periodic updates of HIS.

***MICROZONE TECHNOLOGIES PVT. LTD.***

**System Administrator** | Since April 2012 to Sept. 2014 | *www.ccubedindia.com*

* Assists in the planning, design, documentation, and implementation of various

systems- desktop PC’s, servers, network equipment, and software applications.

* Provide network and desktop support to over 240 users in a branch office.
* Provides emergency on-call support on a rotating schedule.
* Overseeing computer security – Firewall policies,anti-virus updates etc.
* Active Directory administration – Users & Policies.
* Monitoring Backup jobs & Testing periodically.
* Managing DNS, DHCP,FTP& File servers.
* Monitoring CPU, memory and hard disk utilization of servers.
* Managing CCTV and Bio Metric Attendance systems.
* Maintain and manage VOIP branch office systems.
* Data transfer on Bangalore servers day to day through FTP.
* All type of hardware problems and installation.
* Installation and troubleshooting of Microsoft Products and other software.
* Coordination with Internet & Leased line(MPLS) providers.
* Coordination with third-party hardware & software providers.

***MAXIM TRADES PVT.LTD.***

**System Administrator| since August 2010 to March 2012 |** [**http://hi-powergroup.com**](http://hi-powergroup.com)

* + Provided desktop support for software applications & hardware.
  + Maintained and installed LAN/WAN systems.
  + Participating in complete system builds, upgrades, migrations and

Patch management.

* + Installed and configured various peripherals: scanners,printers, bar code readers.
  + Tally server and client installation, maintains and support.
  + Windows Active Directory administration, Managing users & policies.
  + CCTV administration.

***EDUCATIONAL QUALIFICATIONS***

* Bachelor of Computer Application (Bharathiyar University)
* Diploma in Computer Engineering (BORD OF TECHNICAL HIGHER SECONDARY, 2004-2007)

***PROFESSIONAL TRAININGAND CERTIFICATIONS***

* Microsoft Certified Professional
* Cisco Certified Network Associate
* CCNA Security
* Microsoft Certified System Engineer (Course Completed)
* Red hat Certified Engineer (Course Completed)
* CMS Certified Network Specialist
* Firewall Technologies.
* VMware Virtualization Technologies.

***PERSONAL DETAILS***

* Nationality : Indian
* Date of Birth : 22/05/1987
* Languages Known : Malayalam, English and Tamil
* Marital Status : Married