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| --- | --- | --- |
| Name | : | **Arul**  |
| Personal E-Mail Id | : | **Arul-397296@gulfjobseeker.com** |
| Passport Validity | : | **Date Of Expiry: 04/08/2029** |
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|  |  |  |  | **PERSONAL PROFILE** |  |
| D.O.B. |  | : | **20/11/1983** |  |
| Nationality |  | : | **Indian.** |
| Marital Status |  | : | **Married** |
| Religion |  | : | **Hindu** |
| Languages known |  | : | **English, Gujrati, Hindi, Marathi, Tamil.** |



**OBJECTIVE**

Seeking challenging environment that encourages continuous learning and creativity, which provides exposure to new ideas that stimulates personal and professional growth to become a member of a team that does original and creative work.

**STRENGTH & ACHIVEMNETS**

1. Fact and Hardworking.
2. Having excellent Product Knowledge; detailing skills & inter personal skills.
3. Always have achieved 90% of target given.
4. Like to accept the challenges.

**QUALIFICATION**

1. S.S.C. National Open School (MUMBAI) (1999 July)
2. Advance Diploma In Computer Hardware & Networking. JETKING (MUMBAI) (2001 March)

**WORK EXPERIENCE**

1. Worked at Reserve Bank Of India (MUMBAI) as System Administrator. (2001 April To 2004 March)

**ROLE & RESPONSIBILITIES**

* 1. Pc Assembling & Troubleshooting Pc’s Problems.
	2. Configuring of Switches.
	3. Network Cable Strutting.
	4. I/O Port & Patch Panel Punching.
	5. Troubleshooting on Networking.
	6. Server Solutions.
	7. VMware Solutions & Configuring.
	8. Thin Client Solutions & Configuring.
	9. Providing IT Infrastructure Solutions.

**WORK EXPERIENCE**

1. Worked at Comp soft Systems (Coimbatore) as IT Infrastructure Solution Support Executive to Enterprises. (2004 May To 2010 Jan)

**ROLE & RESPONSIBILITIES**

1. Daily system monitoring, verifying and reviewing all hardware, server resources, systems and key processes etc.
2. Regular security monitoring to identify possible disturbance, performing daily backup operations.
3. Investigating and troubleshoot all issues related to IT infrastructure for internal teams or clients using telephone/emails etc.
4. Maintain operational, configuration, or other procedures. Performing regular updates and upgrades as and when necessary.
5. Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements of the company/client.
6. Develop and maintain installation and configuration procedures and system standards.
7. Strong IT Infrastructure Domain knowledge.

**WORK EXPERIENCE**

3) Worked at INDIAN NAVY Southern Naval Command Head Quarter (KOCHI) as It Technical Support Engineer.

(2010 April To 2015 March)

**ROLE & RESPONSIBILITIES**

1. Contribute documentation to a customer knowledge base.
2. Testing of patch releases and product updates.
3. Exceptional organizational skills, ability to manage multiple priorities in a fast-paced dynamic environment.
4. Advanced problem-solving skills, ability to develop effective long-term solutions to complex problems.
5. Ability to learn new skills and apply them quickly.
6. Server OS: Windows 2008 R2, and Windows 2012 R2.
7. Server & Desktop Virtualization: VMWare ESXi.
8. Microsoft Azure Virtualization.
9. Application Virtualization: Citrix XenApp.
10. Storage: EMC VNX Storage Administration.
11. Backup: EMC Networker Backup Administration.
12. Maintain 2008R2/2012R2 Active Directory environment and domain policies implemented through Group Policy Objects (GPO) to include user and computer security initiatives, and access restrictions.
13. Server OS and Desktop OS Patch management using SCCM.
14. Motivated team player with excellent communication skill and a positive attitude.
15. Familiar with Linux/Unix command-line tools/environment.
16. Basic UNIX system administration skills.
17. Intermediate knowledge of TCP/IP networking.
18. Experience with MySQL or other SQL database.
19. Familiar with Perl and/or bash shell scripts.
20. Experience with Active Directory or other LDAP implementations.
21. Familiar with Snort or other intrusion detection system.
22. Experience with VMWare.
23. Experience in network protocol & packet analysis.
24. Monitor and maintain the computer systems and networks of an organization.
25. Install and configure computer systems, diagnose hardware and software faults and solve technical and applications problems, either over the phone or in person.

**WORK EXPERIENCE**

4) Working at APLUS Computers. LLC as IT Infrastructure Solution Consultant For Enterprises (U.A.E)

(April 2015 To July 2017)

**ROLE & RESPONSIBILITIES**

1. Responsible for planning, building, and running of the following services and technologies.
2. Server OS: Windows 2008 R2, and Windows 2012 R2.
3. Server & Desktop Virtualization: VMWare ESXi.
4. Microsoft Azure Virtualization.
5. Application Virtualization: Citrix XenApp.
6. Storage: EMC VNX Storage Administration.
7. Backup: EMC Networker Backup Administration.
8. Maintain 2008R2/2012R2 Active Directory environment and domain policies implemented through Group Policy Objects (GPO) to include user and computer security initiatives, and access restrictions.
9. Server OS and Desktop OS Patch management using SCCM.
10. Server CPU, RAM and availability monitoring.
11. Plugin integration, and also able to create custom plugins.
12. Linux/Unix background with scripting knowledge.
13. Interact with the client and build a positive rapport to ensure coordination and communication between client and contract staff are seamless.
14. Patch panel and Port inventory management.
15. IT Asset Lifecycle Management.
16. Network Bandwidth Monitoring and Capacity Planning.
17. The candidate must possess excellent technical knowledge, leadership skill, project management, operational focus, and communication skills.
18. To develop methods and procedures for day to day tasks.
19. Utilize the reports within Management systems (SCCM) for strategic decision making (Licensing, Patch/Vulnerability, Asset Intelligence, etc.)
20. Creation of Daily Dashboards & Metrics Report.
21. Able to create the document repository for the team and drive/improve team efficiency via process tuning and improvement.
22. 4+ Years of experience in managing the Remote Data center management and Datacenter Operations.
23. 6+ years of experience in managing a Server OS operations function.
24. 6+ years of experience in AD, GPO, VMWare ESX, Citrix XenApp, and SCCM.
25. Management and experience administering Microsoft Windows environment including Group Policies, advanced configuration, anti-virus and anti-malware software, and email gateways, SAN storage, network routing, and PowerShell scripting.
26. Knowledge and experience of Windows server monitoring tools.
27. Ability to provide expert technical advice, guidance and recommendations to management and technical specialists on critical Windows software updates and vulnerability issues; recommend mitigation strategies; ensure coordination and collaboration on upgrade activities; successfully implement hardening on the server infrastructure inappropriate server roles.
28. Experience with implementing and administering MS Windows 2008/2012 Directory Services Infrastructure; designing security for MS Windows 2008/2012 Network; designing and implementing MS Windows 2008/2012 Network Infrastructure.
29. Understanding and administering and configuration of SAN & NAS Storage including LUN assignment and CIFS/NFS share management.
30. Experience an Enterprise Backup software including backup job monitoring, backup policy configuration and doing file restores.
31. Experience with administering and configuration of FC SAN Switch including creating aliases and zones.
32. Working knowledge of implementation, configuration, and administration of VMWare.
33. The ability to work nights and/or weekends if conditions warrant.
34. Excellent customer service skills and the ability to effectively interact and communicate with end-users.

**WORK EXPERIENCE**

1. Working as IT Infrastructure Solution Support Executive to Enterprises (Pune Maharashtra) (2017 October To Till Dated.)

**ROLE & RESPONSIBILITIES**

1. Installing and configuring computer hardware operating systems and applications.
2. Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
3. Replacing parts as required.
4. Monitoring and maintaining computer systems and networks.
5. Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues.
6. Providing support, including procedural documentation and relevant reports.
7. Supporting the roll-out of new applications.
8. Setting up new users' accounts and profiles and dealing with password issues.
9. Responding within agreed time limits to call-outs.
10. Working continuously on a task until completion (or referral to third parties, if appropriate)
11. Prioritizing and managing many open cases at one time.
12. Rapidly establishing a good working relationship with customers and other professionals.
13. Testing and evaluating new technology.
14. Conducting electrical safety checks on computer equipment.

**DECLARATION**

**Here by I, declare that all above mentioned details are true and correct as best of my knowledge.**

**The above details are true to the best of my knowledge.**

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**SIGNATORY**

**ARUL**