RESUME

**AJU**

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**OBJECTIVE**

Utilize my skills and knowledge commensurate with the qualifications and certifications I possess in Networking, Windows Servers and Microsoft Azure Cloud services with ITIL standards for mutual benefits in an organization where Information Technology is extensively used with LAN/WAN communications and Systems Administration.

**SYNOPSIS**

13 years experience(10 years U.A.E) in network engineering, administration and service management converging from the design, installation and configuration of Microsoft Windows Server and MS Exchange, thoroughness in implementation and administration of Active Directory Services.

**CAREER PROFILE**

**May 2017 – Till Date**

**Designation : System Administrator**

* Primary role as a System Administrator includes managing a 2nd level support team, weekly meetings on stats with Service Account Manager, review escalations and their resolution status.
* Responsible for monitoring and maintaining the IT infrastructure 24/7 for operations.
* Also responsible for vendor management, license management, software and hardware procurement.

**Worked 10 years in Dubai, U.A.E for Alpha Data L.L.C as a System Engineer for their various clients.**

**March 2013 – February 2017**

**Client : KPMG**

**Designation : IT Support Specialist**

* Configuring laptops, installation and upgradation of applications, monitoring hardware and network operations and resolving trouble tickets to ensure optimum performance.
* Daily morning I need to update the Daily Checklist Sheet to confirm whether the Internet, Intranet and Printers are working fine or not.
* Configure, troubleshoot and provided technical support for Symantec AntiVirus.
* Installing, configuring and troubleshooting backup issues using Symantec Backup Exec.

**September 2012 – February 2013 Client : Standard Chartered Bank L.L.C Project : Backup and Windows 7 migration**

* Alpha Data L.L.C had 6 months contract with the bank for the backup and Windows 7 migration project.
* The bank had planned to shift their operations from one location to another.For data redundancy, took the backup of all the desktop machines(excluding laptops) using Acronis True Image to the server.
* After the shifting, upgraded all the Windows 7 Silver machines to Windows 7 Gold platform using the customized software provided by the bank.

**March 2008 – August 2012**

**Client : The Royal Bank of Scotland**

**Designation : Customer Support Engineer**

* I was part of the migration team in the migration of Windows XP Professional Service Pack 1 to Service Pack2 and was done through SMS server.
* Also was part of the project team in the migration of Lotus Notes to MS Outlook.
* Monitor backup logs and to generate reports on timely basis.
* Moving switch ports from one VLAN to another as per the user requirement.
* Ticketing system Remedy was used for troubleshooting issues over the phone and also using tools like Team Viewer and RDP.

**March 2007 – February 2008**

**Client : Dubai Holding**

**Designation : IT Support Engineer**

* Provided end user support for hardware and network systems and to make sure they are working effectively with minimum interruptions.
* Configured voice messages using Cisco IP phones and arranged conference calls as per the business requirement.
* Monitor server activities and perform daily backups and restoration of backups based on requests.
* Performed software upgrades to make sure that all the systems were having the latest patches and hot fixes.

**December 2006 – February 2007**

**Client : HSBC Bank**

**Project : Common Windows Desktop(CWD) Migration**

* Part of the CWD migration team in the migration of all Windows 2000 Professional machines to Windows XP Professional.
* Before doing the migration a Backup(Normal and Incremental) of all the users’ data was taken to the server.
* After backup, migration was done using Symantec Ghost 8.0 image. For migrating laptops, a Ghost Cast server was created.
* After the migration, all the machines were joined to the domain and necessary applications were installed.
* The profiling was done to restore all the user data back and the memory was upgraded from 256 MB to 512 MB for optimum performance.

**April 2006 –December 2006**

**Company : iSeva Systems Private Limited, Bengaluru**

**Designation : Technical Support Engineer**

* Worked as a Technical Support Engineer for the Virus Removal Queue project.
* The virus is removed by logging in to the customers machines remotely.
* Various certified and authenticated tools are used for the removal of viruses.

**April 2005 – December 2005**

**Company : Wintech Systems and Services**

**Designation : Senior IT Support Engineer**

* Administer and maintain daily operations of the company’s network.
* Responsible to ensure that both the Hardware and Software systems of the above network are working effectively with minimum interruptions.
* Implemented Windows 2000 Active Directory Service and Exchange Server 2000 using the standard migration tools, spam and anti-virus product.
* Explicit troubleshooting, maintenance and providing connection oriented networking solutions.

**October 2004 – March 2005**

**Company : Intell Visions Software Limited**

**Designation : Network Engineer**

* Network engineer with the client Gujarat State Petroleum Corporation(GSPC) at their KG exploration block handling all the network operations consisting of hardware, LAN and WAN both at the rig and onshore.
* Responsible to ensure zero down time network availability and also to ensure that both the Hardware and Software systems of the above Network are effectively working with minimum interruptions.

**July 2000 – September 2004**

**Company : International Computer Industries, Kerala**

**Desigation : System Engineer**

* Maintained 100 desktop PCs of different operating systems.
* Responsible for assembling personal computers and troubleshooting, peripheral connectivity/configuration and network connectivity.
* Project wise configuration and maintenance of Workgroups on multi OS platforms.
* Configuration, up gradation and implementation of Microsoft Operating System in all related jobs of the clients.

**EDUCATION**

* DCHNE – Diploma in Computer Hardware and Network Engineering - March 2000
* B.A. – Bachelor Degree in English Literature from Kerala University - April 1999

***Certifications***

* ITIL Foundation V3
* Microsoft Certified Azure Fundamentals

 MCSA Microsoft Certified Solutions Associate(2016)

 MCSE Microsoft Certified Solutions Expert(Cloud and Infrastructure)

* A+ Certified Professional

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|  CCNA | Cisco Certified Network Associate |
| **PERSONAL INFORMATION** |  |
| Date of Birth |  | : | March 29, 1978 |
| Sex |  | : | Male |
| Nationality |  | : | Indian |
| Visa Status |  | : | Visit, valid until May 25, 2020 |

**INTERESTS**

Reading, Browsing , Listening to Music, Stamp Collection

I hereby declare that all the details mentioned above are true to best of my knowledge

**Place :** Sharjah, U.A.E **AJU**