ABIN BABY
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Experienced Advanced Software Systems and Integration Specialist with a solid background in cloud-based, on-premise web-based, and desktop systems support at tiers 2 and 3, including cloud architecture and multinational enterprise-level access control software solutions. Skilled in leveraging AWS cloud technologies to deploy scalable and reliable systems that enhance software functionality and operational efficiency. With a strong focus on troubleshooting, system integration, and network security, I have successfully driven efficiency improvements across various platforms. My cross-functional collaboration, leadership, and problem-solving abilities enable me to resolve complex technical issues while ensuring seamless system performance and high client satisfaction. Committed to optimizing processes, I strive to deliver consistent results that align with organizational goals.

EMPLOYMENT HISTORY

Advanced Systems Technical Specialist (AST) | Dormakaba Canada Inc | Montreal-Canada

Sept 2023 – Present

➢ Provided advanced-level support for Dormakaba's proprietary access control software, overseeing enterprise clients' installations, configurations, integrations and maintenance.

➢ Led troubleshooting efforts to diagnose and resolve software, hardware, and network-related issues, minimizing downtime and ensuring seamless system operations.

➢ Collaborated with cross-functional teams to enhance software functionality, achieving a 15% increase in efficiency for access control solutions.

➢ Applied AWS Cloud Solutions Architect Associate skills to deploy cloud-based access control systems, improving scalability and reliability.

➢ Spearheaded system deployments, upgrades, server migrations, and configurations for enterprise clients, leveraging AWS to streamline infrastructure management.

➢ Integrated access control systems with other security and service management platforms, including PMS software, online hubs, and third-party Mobile Key applications, creating a comprehensive security ecosystem.

➢ Trained clients on software features, best practices, and system management, enhancing operational efficiency and client satisfaction.

➢ Documented system configurations and procedures and issued resolutions to facilitate knowledge transfer and ensure operational continuity.

Software Solutions Technical Specialist | Dormakaba | Montreal-Canada | Feb 2022 – Sept 2023

➢ Supported developing, installing, and testing access control software systems and applications.

➢ Conducted remote software deployments, upgrades, and server migrations while providing end-user training.

➢ Assisted the Project Coordination team with technical escalations during projects.

➢ Processed RMAs for certified installers, documenting issues and solutions according to established protocols..

➢ Collaborated with Engineering, Quality Control, and L3 Support teams to reproduce and resolve reported issues.

➢ Contributed to the creation of technical training guides and online materials.

➢ Provided advanced-level support to certified installers, resolving software and hardware integration issues.

Network Engineer | B&B Asianet Cable Vision | Kakkanad, India | Jun 2018 – May 2019

➢ Maintained and administered LANs, computer workstations, Internet connections, and peripheral devices.

➢ Installed and evaluated networking hardware, software, and operating systems.

➢ Monitored network performance and coordinated access and usage.

➢ Performed routine network operations, backups, and disaster recovery procedures.

➢ Provided problem-solving services for network users, resolving technical issues effectively.

➢ Conducted security and quality control tests.

➢ Supervised and mentored team members in network administration tasks.

Junior Software Tester| Intuitive Web Systems | Bangalore, India | Sept 2017– Mar 2018

➢ Reviewed and analyzed system specifications, collaborating with QA Engineers to develop test strategies.

➢ Executed manual test cases, documenting results and reporting bugs to the development team.

➢ Conducted post-release testing and collaborated on migrating on-premise applications to the cloud.

➢ Debugged cloud stacks and supported the design and maintenance of cloud computing solutions, ensuring quality throughout the development lifecycle.

TECHNICAL SKILLS

➢ **Cloud Platforms:** AWS (EC2, S3, RDS, Lambda, CloudFormation), Microsoft Azure

➢ **Operating Systems:** Windows, macOS, Linux (Ubuntu, CentOS, RedHat)

➢ **Networking:** TCP/IP, VPN (IPSec, Site-to-Site), ASA/Checkpoint Firewalls.

➢**System Administration:** Active Directory, DNS, DHCP, Group Policy, VMware, Hyper-V

➢**Database Management:** SQL Server, MySQL, PostgreSQL, MongoDB, DynamoDB.

➢ **Scripting & Automation:** Python, PowerShell, Bash.

➢ **Security:** Firewalls, Network Security, SSL Certificates, Access Controls, VPNs.

➢ **Version Control:** Git, GitHub, SVN.

➢ **Web Technologies:** RESTful APIs, HTML, CSS, JavaScript.

➢ **Testing Automation Tools:** Selenium, Soap UI, Postman, Wireshark.

➢ **DevOps Tools:** Docker, Jenkins, Terraform, Ansible.

➢ **Monitoring & Logging:** CloudWatch, Nagios, Splunk.

➢ **Software & Applications:** Microsoft Office Suite, Axapta, Salesforce and SAP CRM Software.

EDUCATION
➢ Computer Programming, Networks And Security, ISI Montreal-Canada (2019 - 2021)
➢ Bachelor of Computer Application, NIMIT, Calicut University- India.   (2015 - 2018)

CERTIFICATION
➢ **AWS CERTIFIED SOLUTION ARCHITECT -** (MAY 2023 – MAY 2026)
➢ **CISCO CERTIFIED NETWORK ASSOCIATE** - (JAN 2022 - JAN 2025)
➢ **MICROSOFT CERTIFIED SOLUTIONS ASSOCIATE   -**   (JAN 2019)

// It would be nice to add the following, but it is not mandatory.

PROJECTS

Project: International Access Control Software Systems Upgrade and Migration for Major Clients

- ➢ **Role: Spearheaded escalation support for two international projects with prominent clients, Marriott International and Hilton International hotel chains.**

- ➢ **Overview: Led the upgrade of access control system software across over 9,000 Marriott properties and more than 2,000 Hilton properties globally, significantly enhancing security and operational efficiency.**

- ➢ **Key Contributions:**

- o **Coordinated the migration of selected on-premise access control software servers to Marriott International's cloud network, which improved data accessibility and system reliability.**

- o **Collaborated closely with cross-functional teams to ensure smooth software upgrades, tailoring solutions to meet client-specific requirements while minimizing downtime during the transition.**

- o **Provided technical guidance and support throughout the project lifecycle, ensuring high levels of client satisfaction and optimal system performance.**

➢ [My-Portfolio](#) | HTML5, CSS3, JavaScript