

ABIN BABY

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Experienced Advanced Software Systems and Integration Specialist with over 6 years of expertise in cloud-based, on-premise, web-based, and desktop systems support at tiers 2 and 3, including cloud architecture and enterprise-level access control solutions. Proficient in leveraging AWS cloud technologies to deploy scalable and reliable systems that enhance software functionality and operational efficiency. Specializing in troubleshooting, system integration, and network security, I consistently drive improvements across multiple platforms. My cross-functional collaboration, leadership, and problem-solving abilities ensure the resolution of complex technical issues, seamless system performance, and high client satisfaction. Committed to optimizing processes and delivering results aligned 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.

AREAS OF EXPERTISE

Technical Capabilities: AWS (EC2, S3, RDS, Lambda, CloudFormation), Azure, Windows, macOS, Linux (Ubuntu, CentOS, RedHat), TCP/IP, VPN (IPSec, Site-to-Site), ASA/Checkpoint Firewalls, VPC, IAM, Active Directory, DNS, DHCP, Group Policy, VMware, Hyper-V, SQL Server, MySQL, PostgreSQL, MongoDB, DynamoDB, Python, PowerShell, Bash, RESTful APIs, HTML, CSS, JavaScript

Tools & Applications: Selenium, SoapUI, Postman, Wireshark, Git, GitHub, SVN, Docker, Jenkins, Terraform, Ansible, Jira, CloudWatch, Nagios, Splunk, Microsoft Office Suite, Axapta, Salesforce, SAP CRM

EDUCATION

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

CERTIFICATIONS

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

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 6,000 Marriott properties and more than 2,000 Hilton properties globally, significantly enhancing security and operational efficiency.
 - **Key Contributions:**
 - Coordinated the migration of selected on-premise access control software servers to Marriott International's cloud network, which improved data accessibility and system reliability.
 - Collaborated closely with cross-functional teams to ensure smooth software upgrades, tailoring solutions to meet client-specific requirements while minimizing downtime during the transition.
 - Provided technical guidance and support throughout the project lifecycle, ensuring high levels of client satisfaction and optimal system performance.
- [My-Portfolio](#) | HTML5, CSS3, JavaScript