DINESH KUMAR V
WINDOWS SYSTEM ADMINISTRATOR

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SUMMARY

Engineered and managed complex server systems, enhancing stability and efficiency by 40%, to secure a pivotal role that drives organizational growth through dedication and innovative solutions.

EXPERIENCE

ATOS GLOBAL IT SOLUTIONS PVT LTD

Sept 2022 - June 2024
Project - FERRING

Windows Administrator

- Resolved over 200 incident tickets monthly using ServiceNow, enhancing system efficiency and reducing ticket resolution time by 40% through comprehensive knowledge of ITSM processes and best practices.
- Supporting more than 2000 windows server including physical servers and VMs.
- Configuring and managing 1000+ Virtual machines in Hyper–V.
- Administered user accounts and access rights in an Active Directory Environment for 200+ users.
- Server Build and Decommissioning of servers.
- Executed detailed server health evaluations via ILO Application, identifying critical vulnerabilities which resulted in a 40% reduction in server–related incidents and improved system reliability.
- Performed troubleshooting of server hardware malfunctions or software errors.
- Implemented group policies at domain level for effective management of user profiles across organization's network.
- Deployed patches and updates through SCCM for all servers in the organization's IT infrastructure.
- Resolved customer service requests related to Windows Systems in a timely manner.
- Optimized and managed Windows Server 2016/2012/2008 environments, reducing system downtime by 40% and increasing server performance
- Identified and addressed system performance issues by analyzing CPU and memory utilization alerts, resulting in a 20% reduction in downtime and increased overall system reliability by 15%.
- Upgraded and installed Windows Server Operating Systems across 100+ machines, improving system stability and reducing downtime by 15%, which enhanced overall operational efficiency for the IT department.
- Performed closely with vendors for ordering new equipment or resolving technical issues related to existing ones.

TECHNICAL SKILLS

- Service Now
- Windows servers administration, Configuration & Management
- Desktop Support - Remote
- Performing timely patch management.
- Managing VMs in Hyper-V.
- Server Build & Decommissioning.
- User Account Management.
- Software Installation / Upgradation
- Incident Management / Change Management
- Server Management.
- System monitoring.
- Tools Handled for monitoring purpose SCOM, CMF.
- Troubleshooting and Maintenance.

EDUCATION

2018 - 2022	**JERUSALEM COLLEGE OF ENGINEERING**	
	B.Tech – Information Technology	
	CGPA – 8.03 / 10	
2017- 2018	**BHARATH DASS MAT.HR.SEC SCHOOL**	
	HSC – 64.3%	
2015- 2016	**BHARATH DASS MAT.HR.SEC SCHOOL**	
	SSLC – 71.4%	

CERTIFICATES

- Microsoft Azure Fundamentals
- Microsoft Azure Administrator
- Oracle cloud data management
- Face recognition system using Python for the AI – FOR – INDIA Event; successfully processed and identified over 100 faces per hour with 98% accuracy.

LANGUAGES KNOWN

- English
- Tamil