

SHAN NADA

0488 719 618

Shannada9@gmail.com

Clayton, Victoria

<https://ganeshan9.github.io/resume/>

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CAREER OBJECTIVE

Diligent IT professional armed with broad-based background and skills in the areas of computer system engineering, server management, networking, firewall, project management, customer service, and strategic planning. Thorough working knowledge of active directory, group policy, remote desktop services, system administration, network devices, and firewalls. Highly adept at understanding client's needs and providing tailored support. Academically founded in Electrical and Computer Systems with core competencies in:

- Design Specifications
- Server Configuration
- Project Management
- Policies and Procedures
- Process Improvement
- Virtualisation
- Security Solutions
- Software Testing & Training
- Technical Documentation
- Troubleshooting
- Security Products
- Quality Assurance
- Systems Configuration
- Technical Support
- Hardware Support

TECHNICAL SKILLS

Server Technology	● ● ● ● ●	WEB Hosting	● ● ● ● ●
DHCP/DNS/WDS/WSUS	● ● ● ● ●	Hyper V/VM Ware	● ● ● ● ●
Active Directory	● ● ● ● ●	Windows 10 SOE	● ● ● ● ●
Group Policy	● ● ● ● ●	Palo Alto	● ● ● ● ●
RDS	● ● ● ● ●	PRTG	● ● ● ● ●
SCCM	● ● ● ● ●	Azure	● ● ● ● ●
Cisco & Juniper Routers	● ● ● ● ●	VEEAM Backup	● ● ● ● ●
CCNA	● ● ● ● ●	NAS (Synology)	● ● ● ● ●
Office 365 & Exchange server	● ● ● ● ●	ITIL	● ● ● ● ●

CAREER SUMMARY

SYSTEM ADMINISTRATOR/SYSTEM ENGINEER

ELINK Technology Limited, Cranbourne, VIC

Website - www.elinktech.com.au

March 2018 – present

In this role I act as technical lead to identify and implement solutions to problems affecting IT services. Providing 1st/2nd line and some 3rd line support over the telephone, remotely and face to face to clients and internal staff members.

My responsibilities include:

- Installation and maintenance of all systems within a client's digital environment.
- Assess system problems with the network, software, or hardware components by running diagnostics, implementing solutions, and upgrading devices when necessary.
- Building, configuring and troubleshooting of server and desktop hardware.
- Providing tailored advice on selection and purchase of IT equipment.
- Designing, implementing, and managing Active Directory.
- Monitoring the progress of third-party maintenance contract suppliers.
- Performing tests on computer programs, hardware elements and network devices to keep speeds and performance at optimal levels and adjust as the as required.
- Ensuring that support calls are logged and handled effectively and efficiently.
- Responsible for disaster recovery, closing security loopholes and access levels.
- Ensure adequate antivirus protection and solutions are maintained and updated.
- Identifying and recommending improvements for E-mail applications and Web-page development.
- Business administration including responding to incoming enquiries, preparing proposals for clients and general business duties.
- Undertaking extensive research to develop project scope and create concepts.

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My achievements in this role include:

- Install, test and troubleshoot client server-based applications and work with business on functions of the application.
- Maintain application updates and system configuration to improve efficiency.
- Work with vendors to ensure timely support delivered.
- Provide maintenance, upgrades, changes to applications and reports to ensure optimal reliable support.
- Contributed to an overall increase in client satisfaction.

WEB DEVELOPER (part time)

ELINK Technology Limited, Cranbourne, VIC
March 2017 – March 2018

Responsible for working on a range of projects, developing mobile applications, designing appealing websites and interacting daily with graphic designers, back-end developers and marketers.

My responsibilities included:

- Client engagement including working with clients and design websites for clients on a contract basis.
- Business administration including assist with general business administration tasks including responding to incoming enquiries and preparing proposals for clients.
- Undertake extensive research to develop project scope and create concepts.

SALES ASSOCIATE

7-Eleven, Melbourne
October 2015 – April 2016

Operative function focused on resolving service problems, improving sales and assisting customers.

My responsibilities included:

- Improved sales by developing strong client relationships and assisting management with critical inter-departmental escalations.
- Assisted customers with finding the right product to meet their needs.
- Achieved sales goals by driving and maximising the sales and profitability of the store.
- Created a combination of real value for money and outstanding customer service.

ORIENTATION VOLUNTEER

Monash University
February 2017 – March 2017

My responsibilities included:

- Assisted with several workshops such as the 'Engage', and 'Explore', where I helped facilitate the transition into university life for the new students.
- Assisted with the guided tours around campus, and the information session, to provide insight and advice to the new students.

HIGHLIGHTS & ATTRIBUTES

- Extensive knowledge of Windows Server (2012, 2016, 2019), HP and DELL servers, PowerShell, DHCP, DNS, Palo Alto Next Generation Firewall.
- Demonstrated experience of VMWare, Hyper V, Windows 2003-2019, Active Directory Group Policies, TCP/IP, DNS.
- Solid fundamental understanding of LAN, WAN, VLAN, NAT and Port Forwarding.
- Knowledge of cloud computing (Azure), Apache HTTP Server.
- Proven experience in PC hardware troubleshooting and maintenance system fault diagnosis, developing solutions and managing resolution.

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PROFESSIONAL CERTIFICATIONS

- Windows desktop setup including configuration and trouble shooting.
- Highly proficient written and verbal communication skills.
- Acute attention to detail.
- Ability to create presentations to demonstrate innovative designs, document performance, and communicate architecture ideas and capabilities.

2020 – 2023: Cisco Certified Network Associate (CCNA)

2020: MSCA

EDUCATION

2015 – 2020: Bachelor of Engineering in Electrical and Computer (Honours) Systems, Monash University

REFERENCES

Provided on request.