JINS ELIAS

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Professional Summary

Senior IT Infrastructure and Cybersecurity Manager with 19 years of experience leading enterprise-scale IT operations, cloud solutions, and multi-site infrastructure. Strong background in network security, firewalls, and identity management. Certified in MCSA, CCNA, RHCE, and Ansible. Skilled at improving uptime, reducing costs, and leading high-performing IT teams.

Core Skills

- Infrastructure & Virtualization: Windows Server, Hyper-V, VMware, Azure, AWS
- Security & Networking: FortiGate/Sophos Firewalls, DLP, VLANs, VPN, SD-WAN, Endpoint Protection
- Identity & Messaging: Active Directory, SCCM, Microsoft 365, Google Workspace
- Cloud & Automation: Microsoft Azure, AWS, RedHat Ansible
- Monitoring & Logging: Zabbix, Graylog

Professional Experience

- **IT In-Charge** | Fintretle Pvt. Ltd. | Jan 2024 – Apr 2025 | Cochin, India

    - Designed and deployed IT infrastructure including Windows/Linux servers, Hyper-V, and FortiGate Firewall.
    - Integrated Active Directory across 50+ systems, improving authentication and security compliance.
    - Migrated enterprise email to Microsoft 365, enhancing collaboration and reducing downtime.
    - Implemented endpoint protection and DLP solutions, reducing security risks by 25%.

- **IT Manager** | Trinity Eye Hospital | Mar 2022 – Apr 2023 | Kerala & Coimbatore, India

    - Directed IT operations across 8+ healthcare centers, achieving 99% uptime.
    - Migrated email systems to Microsoft 365, cutting license costs by 30%.
    - Administered Azure AD and Exchange Online, strengthening identity controls.
    - Led a 6-member IT team, reducing ticket resolution time by 30%.

- **IT Manager** | Azzite Solutions Pvt. Ltd. | Jun 2018 – Jun 2021 | Cochin, India

    - Managed SAMBA, OpenVPN, SAP, IP PBX, and firewall infrastructure.
    - Executed Gmail-to-Office 365 migrations for 100+ users with zero data loss.
    - Streamlined IT support processes, boosting SLA compliance to 96%.
    - Deployed Zabbix monitoring, reducing Mean Time to Resolution by 20%.

- **Service Engineer** | 4 Care Systems | May 2014 – Jun 2018 | Cochin, India

    - Supervised 8 engineers delivering remote and on-site IT support for 100+ clients.
    - Achieved a 95% first-call resolution rate across hardware and server issues.
    - Standardized maintenance procedures, cutting repeat incidents by 15%.

- **Service Engineer** | Click 4 Solution | Oct 2009 -Mar 2014 | Cochin, India

  - Led 12-member IT support team handling 50+ daily tickets.
  - Delivered enterprise IT solutions including firewalls, AD, and virtualization.
  - Improved client uptime through preventive maintenance.

- **Customer Service Engineer** | Koluthara Electronics Pvt. Ltd. | Aug 2008 – Oct 2009 | Cochin, India

  - Provided hardware and network troubleshooting for 200+ users.
  - Cut turnaround times by 25% through proactive diagnostics.

- **Customer Support Engineer** | Gigabyte Systems | May 2004 – May 2008 | Cochin, India

  - Supported desktops, servers, and networking for SMB clients.
  - Reduced client downtime by 18% through preventive maintenance schedules.

Certifications

MCSA (Microsoft Server 2012 & 2003), CCNA, RHCE (RHEL7), Ansible, AWS

Education

Bachelor of Commerce, Dr. C.V. Raman University, Chhattisgarh, India - 2013

Certificate - Computer Hardware & Networking, Ministry of SSI, Government of India – 2003

Technical Toolbox

Windows Server (2003 – 2022), Windows (7 – 11), CentOS Linux, Alma Linux, Hyper-V, VMware, vCenter, Active Directory (AD), LDAP, Group Policy (GPO), DNS, DHCP, SCCM, Microsoft 365, Microsoft Entra Admin Center, Exchange Admin Center, Microsoft Teams, Office365 (O365), G Suite, FortiGate, Sophos, IDS/IPS, Antivirus, Endpoint security, Microsoft Defender, Data Loss Prevention (DLP), Zabbix, Graylog, NAS, NVR/DVR, IP Phones, Biometric Devices