



JINS ELIAS

IT MANAGER

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Kerala, India

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jins.illickal.in

Solution-focused IT professional with 17+ years of remarkable experience in IT Infrastructure technologies, Information Security implementation, providing comprehensive technical supports to clients and maintaining hardware and software to achieve 0% downtime.

WORK EXPERIENCE

IT Manager

Trinity Eye Hospital

March 2022 – April 2023

Palakkad, Kerala.

Key Responsibilities:

- Designed, implemented and maintained the entire organization's IT infrastructure and systems resulting in continuous business critical application up-time of over 99.9% year-over-year.
- Installed and managed HP ProLiant DL380 Gen10, HP ProLiant ML10 Gen9, Dell PowerEdge R530, Lenovo Think System ST50 Servers, FortiGate (80E,40F) and Sophos (XG125, XG85) Firewalls.
- Adminstrated Hospital Management System Software (Netra, Easy Solution, Solver HMIS) and Kaspersky Endpoint Security Cloud.
- Optimized network connectivity, setup centralized access and control of Biometric device from 8 centres, resulting 90% less workload to HR department to process the attendance of 300+ employees.
- Executed email migration from G-Suite/Gmail to Microsoft 365 and operated M365 business admin center with Azure Active Directory and Exchange Admin Center.
- Supervised a team of 4 system administrators, provided technical support to 100+ users and coordinated with HMS software developers for the required changes in software.

IT Manager

Azzite Solutions Pvt. Ltd.

June 2018 – June 2021

Cochin, Kerala.

Key Responsibilities:

- Monitored and controlled Unified communication server (IP PBX- Bitvoice), IP Phones, DVR, SAP Server, Systems and Network, Admin center of Office 365 business, Salesforce, greyTHR and G-Suite.
- Configured and analysed Cent OS7 Server with Identity management system (Free IPA), NFS server, SAMBA server, FTP server, PXE boot server, Log server (Graylog), OpenVPN server, YUM Server and Zabbix Server.
- Installed Lenovo SR530, HP ProLiant ML10 Gen9 Servers, FortiGate (60D,80D) Firewalls.
- Monitoring of software and hardware to ensure operational teams experienced 99% uptime and performed software updates periodically.
- Generated checklist for frequent problems, providing users with checklists to guide them through self-diagnostics that reduced 10% of IT inquiries.

Service Engineer (Customer Support)

4 Care Systems

May 2014 - June 2018

Cochin, Kerala.

Key Responsibilities:

- Manage and supervise a team of 8 IT professionals working in the customer support field.
- Given technical support to 100+ system users via telephone, remote support or on site.
- Designed and implemented network architecture according to customer needs.
- Diagnosed 50+ system errors and resolved 80% of complicated software issues without the need for specialized support staff.
- Hands-on leadership in the configuration and maintenance of Servers, networking, systems and other essential network services such as administration of firewall routers (site-to-site VPNs, firewall rules, software updates etc.)



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Service Engineer

Click 4 Solution

October 2009 – March 2014

Cochin, Kerala.

Key Responsibilities:

- Supervise and coordinate an IT team having 12 workers engaged in troubleshooting, monitoring, and installing equipment and software.
- Responded to 50+ complaint enquires per day and solved computer problems for clients in person, via telephone or through remote support.
- Configured Windows 2003, 2008 & Linux Servers, troubleshoot of network, mail client, antivirus and resolve virus related issues.
- Managed and created Active Directory accounts, network shares, and printing services.
- Diagnosed 95% of hardware and software issues out of 50+ cases per day.

Engineer- Customer Service

Koluthara Electronics (P) LTD

August 2008 – October 2009

Cochin, Kerala.

Customer Support Engineer

Gigabyte Systems

May 2004 – May 2008

Cochin, Kerala.

SKILLS & COMPETENCY

• Microsoft Servers • Windows 10 & 11 • Microsoft Hyper-V Server • Microsoft Office 365 Business • Microsoft Teams • RedHat Linux • CentOS • Ansible • Open VPN • Apple MacOS • Network Infrastructure • Firewalls • FortiGate • Sophos • Computer Hardware Troubleshooting • LAN/WAN • Drawing IT Diagrams • Preparing Process Manual • Team Work • Leadership • Multitasking.

CERTIFICATIONS

- Red Hat Certified Engineer (RHCE) In RHEL7 (ID: 150-184-331)
- Red Hat Certified Specialist in Ansible Automation
- Microsoft Certified Solutions Associate (MCSA) In Windows Server 2012 (ID: 6265480)
- Microsoft Certified Systems Administrator (MCSA) In Windows Server 2003
- AWS Certified Solutions Architect – Associate Level (ID: AWS-ASA-34513)
- Cisco Certified Network Associate (CCNA) In Routing & Switching (ID: CSC012855958)

EDUCATION

Certificate of Training in Computer Hardware Assembling, Maintenance and Networking

Under Ministry of SSI, Government of India.

December 2003

Bachelor of Commerce

Dr. C.V. Raman University, Bilaspur, Chhattisgarh, India

December 2013