



**JINS ELIAS**  
IT MANAGER

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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  
(Trinity Eye Hospital, Trinity Lab, Artes Skin and Hair Clinic)  
01 March 2022 – 15 April 2023 (1 Year, 1 Month)

Palakkad, Kerala &  
Coimbatore, Tamil Nadu.

#### 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.
- Administrated Hospital Management System Software (Netra, Easy Solution, Solver HMIS) and Kaspersky Endpoint Security Cloud.
- Optimized network connectivity, setup centralized access & 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.  
18 June 2018 – 28 June 2021 (3 Years)

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  
01 May 2014 – 15 June 2018 (4 Years, 1 Month)


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.)

**Service Engineer**


Click 4 Solution

 Cochin, Kerala. 30 October 2009 – 31 March 2014 (4 Years, 5 Months)**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 and maintained 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

 Cochin, Kerala. 04 August 2008 – 24 October 2009 (1 Year, 2 Months)**Key Responsibilities:**

- Support customers by resolving computer problems via telephone, remote support or on site.
- Configure, troubleshoot, and maintain Windows 2003 and 2008 Servers.
- Managed and created Active Directory accounts, network shares, and printing services.
- Install, configure, maintain and administer Linux and windows operating systems and components.
- Identify and analyze the issues that hamper the performance of the system.
- Configuring and troubleshoot of network, mail client, antivirus and resolve virus related issues.
- Recommend, specify and managed the implementation of network equipment and applications.

**Customer Support Engineer**

Gigabyte Systems

 Cochin, Kerala. 17 May 2004 – 31 May 2008 (4 Years)**Key Responsibilities:**

- Support customers by resolving computer problems via telephone or on site.
- Setup equipment for employee use, ensuring proper installation of cable and operating systems.
- Managed local network maintenance and installation (cabling, switches and NIC configuration, windows network and domain services on TCP/IP.)
- Antivirus Security installation and maintenance. Client computer hardware and application installation, configuration and maintenance of Laptops, Desktops, windows XP & 7 and email clients.
- Troubleshoot, analyze and resolve computer problems related to hardware, software and Network related issues.

**SKILLS & COMPETENCY**

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|--------------------------------------|--------------------------|--------------------------|
| • Microsoft Office365 Business       | • RedHat Linux           | • Firewalls              |
| • Microsoft Azure                    | • CentOS                 | • Network Infrastructure |
| • Microsoft Server 2008, 2012 & 2019 | • Red Hat Ansible        | • LAN/WAN/VPN            |
| • Microsoft Hyper-V Server           | • Windows 8,10 & 11      | • FortiGate / Sophos     |
| • Microsoft Teams                    | • VMware vCenter         | • SAN / NAS              |
| • Active Directory (AD)              | • DNS                    | • Drawing IT Diagrams    |
| • Computer Hardware Troubleshooting  | • Leadership / Team Work | • Multitasking           |

## CERTIFICATIONS

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### REDHAT CERTIFICATIONS (ID: 150-184-331)

- Red Hat Certified Specialist in Ansible Automation (March 2017)
- Red Hat Certified System Administrator in Red Hat OpenStack (October 2016)
- Red Hat Certified Engineer (RHCE) In RHEL7 (October 2015)
- Red Hat Certified System Administrator (RHCSA) In RHEL7 (October 2015)

### MICROSOFT CERTIFICATIONS (ID: 6265480)

- Microsoft Certified Solutions Associate (MCSA) In Windows Server 2012 (January 2016)
- Microsoft Certified Systems Administrator (MCSA) In Windows Server 2003 (June 2008)
- Microsoft Certified Professional (MCP) In Windows Server 2003 (June 2008)

### AWS CERTIFICATION (ID: AWS-ASA-34513)

- AWS Certified Solutions Architect – Associate Level (March 2017)

### CISCO CERTIFICATION (ID: CSC012855958)

- Cisco Certified Network Associate (CCNA) In Routing & Switching (August 2015)

## EDUCATION

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### 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

### Diploma In Mechanical Engineering

Holymatha College Of Modern Technology,  
N.Paravur, Ernakulam, Kerala. December 2002

### Pre-Degree

Under Mahatma Gandhi University, Kottayam, Kerala. September 1998

### SSLC

Under Board of Public Examinations,  
Government of Kerala. March 1996

## PERSONAL INFORMATION

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- Birth Date : 05 October 1980
  - Languages : English, Hindi and Malayalam
  - Gender : Male
  - Marital Status : Married
  - Nationality : India
  - Passport No : T5002887
  - Address : Illickal House,  
Pazhoor Post, Piravom,  
Ernakulam, Kerala, India-686664
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