Lakshmanan Raghunathan

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PROFESSIONAL SUMMARY

Highly Motivated **System Engineer** with 4+ years of experience. Proficient in CCNA, CCNP, MCSA, MCSE, MECM, AWS and Azure Cloud Support. Expertise in leading a team for various projects related to latest emerging technology in Windows Server, Virtual Machines and VMware.

EMPLOYMENT HISTORY

Jan 2023 – Present Bangalore, Karnataka,
Cloud Engineer, Kaseya Software Private Limited.

- Experience with AWS EMR Cluster & Distributed File system like HDFS.
- Proficient in TCP/IP, UDP, HTTP, HTTPS & routing protocols.
- Hands on experience in AWS provisioning and good knowledge of AWS services like EC2, S3, ELB, RDS, EBS; EC2.
- Experience in Configuring Security group for EC2 Window, Linux instances and maintaining same.
- Proficiency in Installation, Configuration, Troubleshooting and Administration of Windows 10, 2K8, 2K12 and 2016 server Operating systems.
- Expert in creating complex dynamic collection for software deployment and SQL Reports for Assets and H/W and S/W inventory.
- Expert in Operating System Deployment (OSD) and Task Sequence configuration.
- Experienced in SCCM 2012, Current branch (MECM) site server and role Installation.
- In-depth knowledge and expert in Application and Package deployment.
- Very good understanding of Patch distribution/Software update Process.
- Hands-on experience in Microsoft Intune Configuration and handled several projects on EMS.
- Thorough knowledge of Networking, TCP/IP, LANs, WANs, network segments, Internet, and intranet systems.
- Knowledge on Compliance and setting management, Asset intelligent, and client and health monitoring.
- Highly skilled in Windows Server and Client architecture and other domains such as Active Directory Services, AD Group Policy Objects (GPO) and Management Console (GPMC), Microsoft Hyper-V, DHCP, DNS and WDS.
- Ability to increase the Compliant count of Assets in environment abiding the process

Mar. 2021 – Jan 2023 System Engineer, Eliga Innovative Services Private Limited
Client: Lam Research Pvt Ltd.

- Good hands-on knowledge of Source Code Management (Version Control System) tools like Git.

- Hands-on knowledge of software containerization platforms like Docker and container orchestration tools like Kubernetes and Docker Swarm
- Good understanding of Infrastructure as Code (Programmable Infrastructure), and how you can achieve that by using tools like Puppet, Chef, Ansible etc.
- Worked on Amazon Web Services (EC2, ELB, VPC, S3, Cloud front, Route 53, Cloud Watch).
- Setup/Managing VPC, Subnets; Make the Connection Between Different Zones; Blocking Suspicious IP/Subnet Via ACL.
- Hands-on Experience in Big Data Hadoop Distributed File System like HDFS, S3.
- Responsible for application testing and distribution through Generic Devops tools.
- Experience in Continuous Integration & Delivery Platform.
- Experience in building continuous integration platform using Jenkins.
- Repository creation in antifactory for pushing artifacts.
- Setting GitLab repository and Runner for build automation.
- Experience in Build/Release Engineering Automation with Dockers & Jenkins.
- Experience in Cloud Computing Platform: **AWS.**
- Coordinating with SCCM L2 and L3 team to discuss about escalated incident for next actions.
- Installing, Upgrade and Configuring end-to-end SCCM Infra globally.
- Generating custom reports as per requirements of the customer by leveraging Report builder and SQL.
- Working closely with AD and Database team to fulfill the pre-requisites and Database installation with all required standards.
- Worked on Client remediation Project, given automated solution for the client remediation through PowerShell using WinRm technology for remoting the PC's.
- Coordinating with automation team for any upcoming solution and infra enhancement.
- Manage infra related issues and Site Servers and Site's component's criticality.
- Work closely with security team on the critical patch or critical hotfixes server and clients patching and Push team to reach the compliance level at best.
- Worked on baseline deployment for Servers and Desire configuration manager.
- Analyzing and applying patches, service packs, and infrastructure updates on workstations and servers by following up with regular testing phase and business change management process.
- Regularly monitoring on health check status of all regions' Distribution points, Database Replication, SUP Synchronization in between CAS and site server.
- Creating scripts using PowerShell for Compliance settings, Client health checkups, Software & Application packaging, Deployment notifications and OSD deployments.
- Implementation and Administration of Windows Active Directory. Troubleshooting the AD-relatedissues like password reset, Domain Rejoin, Moved to Right OU.
- Configuring and Managing File Server Resource Management for Roaming Profiles. Terminal Servers,Netback up, HP Servers, Group Policy object, OU Administration, Ghost Images, VMware.
- Configuring and troubleshooting the VPN clients like Pulse Secure.
- Managing the incidents and service requests through the Service-now ticketing tool.
- Monitoring Application in Software & Application Labs. Monitoring Company Intune Portal Applications for Mobile Accessing Users. Handling Wi-Fi (wireless internet) and rectifying the problems Making appropriate entries in the logbook such as action taking reports etc.
- Checking Antivirus & Firewall logs on daily basis. User Profile Configuration Updating Windows & Lenovo Driver Updates Co-Ordinating with Lenovo Vendors for Hardware & Software Related Issues.

Jun. 2018 – Sep. 2020- Wipro- Coimbatore, Tamilnadu
System Engineer L2, Magna Infotech

- Deep knowledge of Networking Infrastructure (Workgroup, Domain, Primary & Secondary Domain,DNS, DHCP).
- Troubleshooting and root cause analysis techniques, Patch management.
- Some Desktop/User Support. Implementation and Monitoring DC Health and Creating Reports.Installing and Configuring Cisco Routers and L3 Switches.
- Monitoring and troubleshooting Routing Protocols like Static & EIGRP, IGRP, OSPF, BGP.
- Replacing branch hardware with new 2851 routers and 2960 switches. Implementing security policiesusing ACL, VPN, VTP.
- Configuring and troubleshooting the VPN clients like Cisco any connect. Updating the windowssecurity patches through SCCM and online Knowledge of Configuring IP configuration, DNS, and DHCP.
- Managing and troubleshooting all escalated calls from Field engineers. Managing the incidents and service requests through the Wiproe-helpline ticketing tool.

May. 2017 — May. 2018– Chennai, Tamilnadu
System Engineer L1, Cyber Trendz

- Take ownership of calls and attempt to resolve all calls at their level, only escalating when tier 2 teams are necessary for problem resolution.
- Support multiple hardware and operating system platforms including Mac, Linux, iOS and occasionally windows as well as related software, printers, networks, remote access, and connectivity.
- Ability to manage multiple high-priority tasks.
- Provide help desk/service center support, monitoring all inbound calls for the studio. Understandtechnical issues raised by customers.
- Support a wide array of software packages both internally developed and purchased from thirdparties.
- Oversee the daily performance of computer systems.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following designor installation specifications.
- Refer major hardware or software problems or defective products to vendors or technicians forservice.

EDUCATION DETAILS

Courses Undertaken*:*

CCNA, CCNP, MCSA, MCSE, SSCM, Devops (Pursuing).

Mar. 2017
Bachelor of Engineering: Information Technology - Chettinad College of Engineering & Technology -
Karur, Tamilnadu (Affiliated to Anna University).

Mar. 2013
High School Diploma: 12th - Vignesh SriRenga Matriculation & Higher secondary School - Tiruchirappalli,Tamilnadu

Mar. 2011
High School Diploma: SSLC Rani Meyyammai Matriculation School - Karur, Tamilnadu