

Naveen Ravichandran

IT Professional

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Professional Summary

IT professional with hands-on experience in Windows/Linux administration, network troubleshooting, server hardware, virtualization and end-user support. Skilled in enterprise deployments, automation with PowerShell, and managing a Proxmox homelab to simulate system integration, clustering, and high availability. Proficient in Active Directory, ticketing systems, and remote support tools. Strong communication skills with a customer-first mindset and proven problem-solving skills.

Certifications

- **CompTIA Network+** - CompTIA (2025)
- **Fortinet Certified Associate** – Fortinet (2025)
- **Network Cabling Specialist(Copper & Fiber)** – Delmi Training Institute (2024)
- **Google IT Support Specialist** – Google (2021)

Technical Skills

- Systems: **Windows Server, Linux (Ubuntu, Rocky Linux)**
- Networking: **TCP/IP, DNS, DHCP, VLANs, Subnetting, Firewalls**
- Tools: **Active Directory, Zabbix, Zimbra, HESK, OwnCloud, Apache Guacamole**
- Scripting & Automation: **PowerShell**
- Structured Cabling: **Copper & Fiber**
- Virtualization: **VMware vSphere, Hyper-V, Proxmox VE**

Projects

Proxmox Homelab & WordPress Deployment (Virtualization, Web Hosting, and System Integration)

- Built and maintained a **Proxmox VE homelab** to simulate enterprise-grade IT environments.
- Configured Windows/Linux servers, Active Directory, DNS/DHCP, and networking protocols.
- Practiced **clustering, backup, and high availability** scenarios to strengthen data center skills.
- Deployed a **WordPress server** on Linux, configured SSL/TLS and DNS, and integrated with Active Directory for secure access.
- Exported and hosted the WordPress site as a static build on GitHub Pages, **ensuring reliable public access and demonstrating end-to-end deployment skills..**
- Tested automation scripts, monitoring with Zabbix, and real-world service management in a controlled environment.

Capstone – IT Infrastructure Deployment (Linux, Windows & Network Integration)

- Designed and implemented a **multi-site IT infrastructure** combining Linux and Windows Server environments, simulating enterprise-level operations using **VMware vSphere** for virtualization.
- Configured **Active Directory Domain Services (AD DS)** for centralized authentication across both platforms.
- Deployed **Zabbix monitoring**, **Zimbra mail server**, **HESK ticketing system**, **OwnCloud storage**, and **WordPress CMS** on Linux servers with secure AD integration.
- Automated **incident management workflows** by linking Zabbix alerts directly to HESK, enabling real-time ticket creation and response tracking.
- Configured **DNS, DHCP, and firewall rules** for inter-network communication and security.

OwnCloud Web Server Deployment (Linux)

- Installed and configured **OwnCloud** on Ubuntu Server for secure file storage, sharing, and collaboration.
- Implemented **user authentication via LDAP integration** with Active Directory to streamline access management.
- Applied **SSL/TLS encryption** with self-signed and CA-issued certificates for secure data transmission.
- Set up **role-based permissions** for departments, ensuring compliance with least privileged principles.
- Delivered a fully functional, secure private cloud solution with access logging for auditing.

Apache Guacamole Remote Access (Linux & Windows Integration)

- Deployed **Apache Guacamole** on a headless Ubuntu server to enable browser-based remote desktop access.
- Configured **SSH** for Linux systems and **RDP** for Windows hosts, enabling cross-platform remote management.
- Secured access with **reverse proxy** configuration and **authentication** for admin accounts.
- Provided seamless, clientless remote access without requiring additional software on end-user machines.

User Onboarding with Mail Functionalities (PowerShell)

- Developed an **automated onboarding script** in PowerShell to create new AD user accounts, assign group memberships, and configure home directories.
- Integrated **email notifications** to HR and IT staff confirming account creation and setup status.
- Incorporated error handling and logging to track provisioning failures.
- Reduced account creation time from 15 minutes to under 2 minutes, improving IT support efficiency.

Inventory Management System (PowerShell)

- Built a **GUI-based PowerShell script** to track and manage IT inventory, including hardware, software licenses, and peripheral devices.
- Integrated **Pie chart visualizations** for asset distribution using Windows Forms chart controls.

- Added **CSV export**, **PDF report generation**, and **email sending** functionalities for periodic reporting.
- Simplified asset tracking and reduced manual record-keeping errors by over 50% in testing.

Expense Calculator (PowerShell)

- Created a PowerShell tool for **automating budget tracking and expense calculation**.
- Implemented **data validation**, **error handling**, and **summary reporting** for financial overviews.
- Supported **CSV import/export** to ensure compatibility with Excel-based accounting workflows.
- Improved accuracy in budget reconciliation processes in test scenarios, eliminating manual calculation errors.

Experience

Customer Service Clerk

Jan 2025 - Present

Food Basics

- Delivered excellent customer service by resolving issues quickly in a high-demand environment, **strengthening communication and troubleshooting skills applicable to IT support and operations**.
- Operated and supported **POS systems**, applying **technical troubleshooting** to minimize downtime and ensure smooth operations.
- Identified and reported **system malfunctions**, demonstrating **attention to detail** and **problem-solving** under pressure.
- Managed **inventory systems** and maintained accuracy, reinforcing **organizational** and **process-management skills**.
- Collaborated effectively with team members, developing **teamwork** and **multitasking abilities** directly applicable to **IT operations** and **data center environments**.

Education

- **Conestoga College**
Graduate Certificate in Applied Network Infrastructure and System Administration (2024 - 2025)
- **A.V.C College of Arts and Science**
Bachelor of Computer Science (2019 - 2022)