



SURESHKUMAR CHINNUSAMY



CCNA,MCSA, Windows Admin seeking roles in Windows System Administration,Networking,System Engineering,Patch Management,Windows installation,configuration,Troubleshooting,Routing,Switching,DHCP,Active Directory,Windows Server



Current Designation: Windows Admin

Total Experience: 5 Year(s) 2 Month(s)

Current Company: CSS Corp

Highest Degree: B.Tech/B.E. [Electrical and Electronics Engineering]

Current Location: Bengaluru / Bangalore

Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: System Admin

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Windows Admin, System Admin, Windows System Administration, Networking, System Engineering, Patch Management, Windows installation, configuration, Troubleshooting, Routing, Switching, DHCP, Active Directory, Windows Server, CCNA, MCSA

Verified : Phone Number | Email - id

Last Active: 21-Jan-21

Last Modified: 21-Jan-21

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Summary

A focused professional offering 5 + years of experience in Windows System Administration, Networking, System Engineering, Patch Management, Windows installation, configuration, Troubleshooting, Routing, Switching, DHCP, Active Directory, Windows Server, CCNA, MCSA

Work Experience

CSS Corp as Windows Admin
Nov 2019 to Till Date

Project Name : Barracuda - MSP

Roles & Responsibilities:

Handling tickets based on priorities (p1, p2, p3, p4) in Salesforce / Zendesk tool.

Providing 24/7 support to our clients located in US & UK

Monitoring the entire infrastructure through Managed RMM software integrated with Zendesk / Salesforce

Production support to all the Servers / Workstations / Networking devices based on device level (L1, L2)

Windows server patching, Workstation patching - Automation patching using Managed RMM tool

Monitoring windows Server 2008, 2012 and Windows components like AD, DNS, and DHCP

Monitoring Avast schedule Scan on Servers / workstations.

Monitoring and fine tuning performance alerts (High CPU / Low available Memory etc.)

Monitoring event Alerts and identify the issue based on event id and providing solutions.

Providing call support (Avaya/ Zendesk talk) to on site engineers / MSP to resolve P1 incident with in time frame.

Root cause analysis for repeated and frequent alerts and providing solution

Monitoring Backup tools - Avast cloud backup / Veeam Backup / Shadow protect.

Monitoring VMs using VMware virtual center

Monitoring of VMs & ESX servers (CPU, Memory, Disk, and Network Utilization) for Security Compliance.

Working part of onboarding team.

New site creation and onboarding new devices and apply the policy and other settings.

Sending weekly / Monthly reports to clients

Wipro as Desktop Support
Jan 2017 to Sep 2019

Project Name : Kotak-IB

Period : Jan 2017 to Sep 2019



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

Roles & Responsibilities:

Provided tier -1 Support for Server, Desktop, Printers, Phone and Office equipment's
Provided support for 500 + onsite and remote end users
Resolved 15-20 Tickets per day- worked in a proprietary ticketing system BMC Remedy
Create, modify and delete user accounts in Active Directory
Mail Configuration and backup in Outlook
Installing and troubleshooting network printers
Resolving Technical Issues related to outlook and other common Applications
Provided first level support to windows related issues
Provided support on password changes for Domain Logon, Outlook email and VPN.
Troubleshooting, updating and installing of patches for software applications.
Monitoring Antivirus
Manual Patching - all windows based workstations and servers
Maintain data security and ensures integrity, protection of all client information's
Generating reports from service now on daily / weekly basics and sending email to clients

IIHT as Technical Co-ordinator Oct 2015 to Dec 2016

Produce training schedules and classroom agenda.
Keep and report data on completed courses, absences, issues etc.

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Education

UG: **B.Tech/B.E (Electrical and Electronics Engineering)** from **Sengunthar Engineering College, Thiruchengode. (Affiliated to Anna University, Chennai)** in 2013

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IT Skills

Skill Name	Version	Last Used	Experience
Windows Server 2016, 2012 & 2008			
Windows 10, 7 & XP			
DNS, DHCP			
VLAN / VTP			
VMWare- Snapshots / Cloning			
VCentre upgrade / HA			
Sales Force / Zendesk / ServiceNow			
BMC Remedy/Solarwinds			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
tamil				
Kannada				

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Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

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