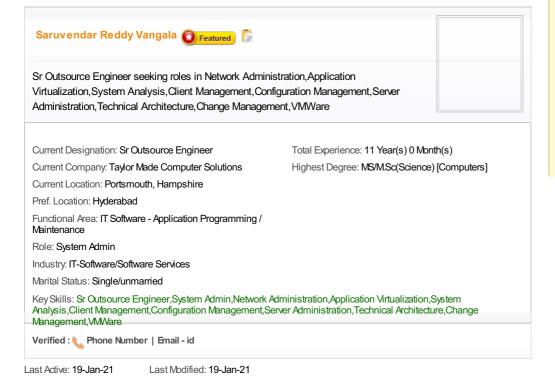


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#### Summary

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Over 9 Years of experience working with and in an environment covering System & Network Administration, System Operations, Mentoring, Security Planning, Scheduling and Performing Upgrades in wide range of IT operations and systems administration under mixed computing environments.

Work Experience | Education | IT Skills | Work Authorization

Possession of strong team interpersonal skills, superior organizational skills along with Solid background in Windows systems and server administration, Citrix, VMware virtualization technologies, Netapp and IBM related technologies.

Operate and maintain corporate critical networks alongside protecting network assets. Develop and strengthen working relationships with other IT&T units, customers and partners.

Evaluate the role of metrics in the measurement and management of network infrastructure and network services. Excellent command in running projects by employing industry-standard project management techniques. Extensive documentation and training experience.

### **Work Experience**

- Taylor Made Computer Solutions as Sr Outsource Engineer Sep 2014 to Till Date
  - \* Administration and Maintenance of IT systems and Server infrastructure by supporting 4000+ employees
  - \* Assist in design, planning and implementation of IT Solutions/Network Administration as part of the Infrastructure Team, ranging from Mcrosoft related deployment to VMWare/Virtualization infrastructure, Citrix, Netapp, Avaya, Bomgar Configuration & other 3rd party solutions along with development of documentation for future IT use.
  - \* Supervised an eight-member team by establishing service level agreements between the IT group and end-users, completed three Full-scale platform migrations; consolidated equipment and resources following facilities move
  - \* Analyze, develop and communicate key Onboarding process and technology improvements for Office 365
    Onboarding for the deployment cycle
  - \* Provide daily Server, Storage, Virtualization and IT infrastructure administration and support including system stability, integrity, software and hardware troubleshooting, preventative maintenance, and managing user using office 365 and active directory administration.
  - \* Work with the business and our Dev/QAgroups to respond to work requests regarding installation, upgrades, manage system wide security, backup, configuration and maintenance of server software by maintaining 100% Compliance on project management to ensure that the implementation is completed as per timelines agreed by the customer.
  - \* Experience working with and managing monitoring solutions for IT operations, equipment and application performance such as Solar Winds.
  - \* Worked on Projects specific to ITIL Incident, Request and Change Management. I have experience in managing and completing large scale projects in time and without any issues or downtime.
  - \* Facilitated meetings and conference calls with application owners, engineering teams, and the Senior Project Manager to resolve issues.
  - \* Effectively sets, manages, and communicates expectations internally/externally for the deployment process.
  - \* Accustomed to managing multiple projects in fast-paced environments
  - \* Administer appropriate tools, diagnostic procedures, preventive maintenance and troubleshooting techniques for server components, systems, and network infrastructure
  - \* Develon foster and maintain effective relationshins with Retail Marketing Enterprise Senices/Sunnort and filed

## **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.

sales and partner teams to deliver key business metrics.

- \* Expedited daily operations including problem analysis and break-fix support, leveraging technical knowledge and communication skills to provide quick resolution of mission-critical issues
- \* Developed and deployed daily maintenance plans and protocols, troubleshooting/resolving key performance issues and initiating process improvements to increase system/network stability.
- \* Developed and presented status updates and briefings regarding ongoing Projects Education/Training and Certifications.
- \* Built productive relationships with colleagues, users, and managers, earning a reputation as a `go-to` resource for technical issues.

#### FirstOption Technologies Ltd based as Technical Administrator

Aug 2010 to Sep 2014

- \* Work with Systems Engineer supporting global systems in several countries.
- \* Assigned to teams working on Software and Hardware development projects and related modules
- \* Played a key role during the Jaguar & Landrover project transition to TCS (Tata Consultancy Services) for 6 months and was also involved in Knowledge transfer at the client's location in Delhi, India.
- \* Managing and Monitoring Nagios alerts for both Windows and Linux servers for one of the leading hosting providers in the market to ensure the availability of services to all users without any downtime.
- \* Working with leading Encryption Software, Mobile Messaging & Cloud Technologies.
- \* Coordinate, schedule and supervise the installation of the computer systems and network at various client's locations.
- \* Supporting users and administrators on various technical support issues as part of any IT service operation over the telephone and by email.
- \* Demonstrate skills in Data Protection Platform to control manage and protect smartphones, tablets, self-encrypting drives, Bit locker and even data in the cloud.
- \* Compliance with all guidelines and policies governing the Company in all forms of the Change Management and Methodologies using the appropriate applications.
- \* Training new employees and coordinate technical support staff in planning, conducting and overseeing the technical aspects of projects.

# Wipro Technologies as Technical Engineer

Aug 2007 to Sep 2008

- \* Coordinate, schedule and supervise the installation of the computer systems and network in the different departments of the company when needed.
- \* Monitor how the systems and network work and fix any failure.
- \* Acquire, install and administer LAN hardware, network operating systems and software applications.
- \* Create applications, create accounts and assign permissions according to the level of the user.
- \* Participated in on-site training sessions, conferences, and workshops.

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### Education

UG: B.Tech/B.E. (Computers) from Ramappa Engineering College, Mahabubabad in 2006

PG: MS/M.Sc(Science) (Computers) from Teeside University (UK) in 2009

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#### IT Skills

Skill Name	Version	Last Used	Experience
Citrix Xenapp 6.5, Netapp 7-Mode			
Clustered, VMware, HP Device Manager			
AVAYA SITE ADMINISTRATION			
Microsoft Office Suite, Maas 360			
SolarWinds N-Central/Backup			
JDA, Office365, Lotus/IBM Domino			
Notes Server, Ushare			
Visual Cron FTP, Bomgar, Gemalto			
Boardpad, Veeam Backup			
Lifesize, CC Suite			
windows server 2008R2, 2012R2			
Windows10, MAC OS X, VMware ESXi			
Apple OS X, Veeam, Linux			
Active Directory Services			
Telnet, Wireless Network Security			
DNS, DHCP, NFS, NAT, TCP/IP			
VPN, SMTP, PPTP, LAN, WAN			
iPhone Configurator, Uniflow Print Mgmt			
Aruba Wireless, FileZilla			
MICROSOFT SQL EXPRESS			
Coffusion Testing Mousel Pagin			

Soliware resumg, visual b	ISIC
SolarWinds MSP (N-Able A	ntivirus)
Websense Endpoint Secu	ity
Credant Endpoint Security	
Autotask, Remedy, Salesfo	rce

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# Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✓	✓	✓
Hindi	Expert	✓	✓	✓
Telugu	Expert	✓		✓
Marathi	Proficient	✓		✓

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### **Affirmative Action**

Category: **General**Physically Challenged: **No** 

### **Work Authorization**

Countries: United Kingdom Job Type: Permanent Employment Status: Full time

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