

IRUGURALA SAMSON

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Profile

Experienced System/Network Administrator with over 6+ years of hands-on expertise in providing high-quality IT infrastructure support. Demonstrated track record of maintaining maximum uptime for critical systems. Specialized in managing complex infrastructures, including servers, network switches, firewalls, security solutions, Azure, PHP, and web hosting. Skilled in proactively resolving issues to prevent downtime and ensure business continuity. A team player proficient in collaborating with cross-functional teams, including developers and testers.

Professional Experience

System Administrator

Dilytics Technologies Pvt Ltd

2023/06 – present
Hyderabad

- System and Network Administration
- Google Workspace and Microsoft 365 Administration
- Oracle applications configuration and troubleshooting
- Managing Active Directory and Group Policy Objects, ensuring efficient user and group management.
- Provided advanced troubleshooting for Windows Server, Windows 10/11, and various mobile devices (Android, iOS).
- Administration of Sophos Firewall and endpoint management tools
- Use of Microsoft SharePoint for building internal sites and tools
- Documentation of IT policies
- Onboarding and offboarding of employees
- Management of vendors
- Tracking of assets

System Administrator

Lab2100 Digital Solutions Pvt Ltd

2021/09 – 2023/04
Hyderabad

- Implemented and managed Windows Server environments, Google Workspace, and Microsoft 365.
- Administered Fortigate firewalls and FortiClient EMS, deploying security policies and managing endpoint security.
- Conducted advanced troubleshooting and support for Windows, Android, and iOS devices.
- Delivered multiple IT projects independently, including web hosting setups and virtualized environments.
- Vendor Management
- Web Hosting
- Virtualisation with Hyper-V and VM Ware
- Onboarding and Offboarding of Employees

IT Coordinator

Value Line Trade Pvt Ltd

2019/12 – 2021/08
Hyderabad

- Google Workspace
- Maintaining Windows Server 2016 and Cyberoam and Fortigate Firewalls.
- Asset management.
- Managed all Network devices and Systems.
- Supporting on webhostings
- Coordinating with vendors
- Surveillance Camera troubleshooting and monitoring

Network Support Engineer

eSupport Solutions Pvt Ltd

2018/03 – 2019/08
Hyderabad

- Implementation of windows servers and their services i.e ADDS, DHCP, WDS and WSUS in client's locations
- Implementation of complete network setups on client locations
- Implementation of Checkpoint Firewalls
- Supervising the installation and maintenance of surveillance cameras installations
- Coordinating with vendors and clients

Skills

Windows System Administration

User and group management with AD, Windows Server installation, configuration, maintenance, implementing GPOs, performance monitoring and optimization.

Google Workspace Administration

User and Group Management, Security and Compliance, Email Administration, Drive and Document Management, Device Management, User Support and Training

Microsoft Azure

Virtual Machine, Azure Active Directory Admin Center, Microsoft Intune Admin Center,

Endpoint Security

Experienced in deploying and managing endpoint security policies in Intune, including attack surface reduction and Autopilot deployments.

Forticlient Endpoint Management Server

User Administration, Deploying Security Policies, Remote Access, Web filters, Endpoint Profiles

WebHosting

Managing web servers (Apache, Nginx, IIS), configuring domain names and DNS settings, implementing SSL certificates and HTTPS, troubleshooting website issues and server performance, managing FTP/SFTP for file transfers.

Inventory Management

Tracking IT assets accurately, managing hardware and software inventory, conducting audits, generating reports, utilizing tools like GLPI and Spiceworks Cloud for asset tracking and ticketing.

Project Management

Proven ability to deliver IT projects independently, ensuring timely and successful outcomes.

Certificates

Completed MNA + Cloud Training from Jetking Hyderabad

Completed in 2017

MTA(Microsoft Technology Associate) Windows server Administration Fundamentals.

Issued by Microsoft on November 2017

CCNA (Cisco Certified Network Associate)

Issued by Cisco on May 2018

Network Administration

Configuring and managing routers, switches, and wireless access points, network troubleshooting, IP addressing and VLAN management, maintaining VPNs, network security, and access controls.

Microsoft365

Administering Exchange Online, SharePoint Online, and OneDrive for Business, managing Microsoft Teams and collaboration tools, implementing security and compliance policies in M365, using PowerShell for automation and management, monitoring usage and generating reports.

Intune Management

Skilled in configuring Conditional Access and Compliance policies, security baselines, and device management in Intune.

Firewall (Fortigate and Sophos)

Configuring and managing firewall rules and policies, monitoring and analysing firewall logs, managing intrusion detection and prevention systems (IDS/IPS), and optimising firewall performance.

Network Monitoring

Firewall Logs, Wireshark, Nmap

GitLab

Administering GitLab repositories and access controls, setting up CI/CD pipelines in GitLab.

PHP

Writing and maintaining PHP code for web applications, debugging and optimizing PHP scripts, integrating PHP with databases (MySQL, PostgreSQL)

Projects

SharePoint-Based Ticketing & Asset Tracking System

- Designed and implemented an internal ticketing system and IT asset tracking solution using Microsoft SharePoint and Power Automate.
- Enabled automated ticket submission, tracking, and escalation workflows integrated with email alerts.
- Developed an asset database to track laptops, licenses, peripherals, and software across departments.
- Automated status updates, assignment flows, and reports to improve visibility and response time.
- Reduced manual tracking and email dependency, leading to more efficient internal IT support and audit readiness.

Google Workspace to Microsoft 365 Migration

- Spearheaded the end-to-end migration from Google Workspace to Microsoft 365 for the entire organisation, ensuring a seamless transition with minimal disruption.
- Managed the entire project lifecycle, including vendor proposal evaluation, cost analysis, and selection of the most suitable Microsoft 365 plan.

- Conducted a comprehensive assessment of the existing Google Workspace environment, including user accounts, data storage, email systems, and shared resources.
- Developed and implemented a detailed migration strategy, encompassing user communication, data backup, mailbox migration, and application integration.
- Configured and managed the Microsoft 365 environment from scratch, including user provisioning, security settings, and compliance policies.
- Successfully migrated user mailboxes, calendars, contacts, and Google Drive data to their respective Microsoft 365 counterparts.
- Provided comprehensive training and support to end-users on the new Microsoft 365 platform, addressing their queries and ensuring user adoption.
- Collaborated with cross-functional teams to ensure compatibility and integration of existing applications and workflows with the new Microsoft 365 environment.
- Documented the entire migration process, including configurations, troubleshooting steps, and best practices for future reference.
- Continuously monitored the migrated environment post-implementation to ensure optimal performance and address any potential issues.

Web Hosting and Server Side Configurations for multiple websites

- Managed web hosting for diverse clients, ensuring 100% uptime and performance.
- Configured server-side settings for Lab2100.com, vinyorkleatherworks.com, and others, boosting stability.
- Used Digital Ocean Cloud, GitLab, and Moss.sh for streamlined workflows and automation.
- Collaborated cross-functionally to troubleshoot and resolve server issues promptly.
- Adhered to industry standards for maximum security against threats.
- Established development, QA, and production environments for smooth code integration.
- Automated deployment processes from Git repositories for efficiency.
- Documented detailed procedures for environment setup and automated deployments.

Digital Lab Setup

- Installed 71 Digital Labs in Telangana's Social Welfare Residential Schools, featuring Checkpoint Firewall Configurations, Multipoint Server 2016, and Windows 10 installations with RDP services. Deployed an additional 87 Digital Labs in Diploma Colleges across Andhra Pradesh, incorporating Checkpoint endpoint security.

Education

Intermediate

Medwin Institute of Agricultural Sciences

2016

Karimnagar

SSC

Sri Chaithanya High School

2014

Gopalraopet

Declaration

I hereby declare that all the facts given above are true and correct to the best of my knowledge.

Irugurala Samson
Hyderabad