

# Sathishkumar Ranganathan

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## PROFESSIONAL SUMMARY

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Seasoned IT Engineer and Software Developer with a robust seven-year tenure in the industry. Adept architecting and managing IT infrastructures while simultaneously contributing to software development initiatives. With a demonstrated history of successfully tackling complex technical challenges, I bring a unique blend of IT engineering expertise and software development prowess to every project. My deep-rooted knowledge spans network administration, system optimization and full-stack software development, allowing me to devise comprehensive solutions that drive business growth and innovation. I am a collaborative team player known for my adaptability and commitment to staying at the forefront of technology trends. Ready to lead, innovate, and optimize IT environments, I am poised to make a significant impact on any organization's technological landscape.

## EXPERIENCE

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### IT Engineer and Software Developer

Pedro Investigations & Security Services Pte Ltd – Singapore  
2020 – Present

Key Contributions:

- Managed installation, configuration, maintenance, upgrade and backups of Windows and Linux based server machines.
- Implemented on-premises iRedMail Secure email gateway along with spider email archive solution to improve security, resulting in reduced storage footprint and cost.
- Enforces solid network security by implementing UTM firewall (Sophos & FortiGate) with built-in IPS, vulnerability scanning/remediation along with centralized TrendMicro Endpoint protection.
- Collaborated with business analysts and clients to gather requirements and to provide solutions.

## EDUCATION

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Bachelors in Computer Science

### Anna University

Panimalar Engineering College  
2011 – 2015 (Chennai, India)

## SKILLS

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### Programming

VB.Net, C#, ASP.Net, Java, PHP,  
HTML, CSS, Bootstrap

### Databases

MySQL, SQL Server

### Operating Systems

Windows & Linux

## ADDITIONAL CERTIFICATION

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- CCNA
- ITIL
- Google IT Support

## SOFTWARE PROJECTS

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- Inventory Management System
- Visitor Management System
- Security Workforce System
- Hospital Management System
- Service Order Management System
- Android and IOS Mobile Applications

- Worked on setting up highly secured command centre for clients to monitor video surveillance system on lease-line network by implementing UTM Sophos Firewall and secure VPN tunnel.
- Designed and implemented an inventory management system, visitor management system, security workforce management system along with mobile application for a retail client.

### **IT Support Engineer**

Digital Alarm Technologies Pte Ltd – Singapore  
2018 – 2020

#### **Key Contributions:**

- Acting as primary contact for computer hardware and software problems, as well as network emergencies.
- Managed installation, configuration, maintenance, upgrade and backups of Windows and Linux based web servers.
- Setting up and configuring new hire PC/Laptop using an image from deployment console setup hardware in office.
- Involved in rollout of servers & software updates/patches and investigate on complex and specialist IT issues.
- Migrated all the company's services from Windows Server 2008 to Windows Server 2012.
- Managed user accounts in the company Active Directory also managed the SQL Server 2005 and Exchange 2007.

### **Support Engineer**

Hinduja Global Solutions – Bangalore, Karnataka – India  
2016 – 2018

#### **Key Contributions:**

- Resolved an average of 250 inquiries in any given week and consistently met performance benchmarks in all areas (Speed, Accuracy and Volume)
- Dealing with customer calling outbound and Email.

- Helped company attain the highest customer service rating (as determined by external auditors) – earned 98% marks in all categories including communication skills, listening skills, problem resolutions and politeness.
- Commended for quickly resolving complex issues including system crashes, network slowdowns, connectivity problems, security breaches, virus infections and more.
- Provides accurate information to public and internal clients in a clear, courteous and professional manner.
- Document customer complaints and how they were resolved for future reference.

### **System Engineer**

KBG Service Pte Ltd – Hosur, Tamil Nadu – India

2015 – 2016

#### **Key Contributions:**

- Monitored and tested application performance to identify potential bottlenecks, develop solutions, and collaborate with developers on solution implementation.
- Managed installation, upgrade and development projects and provided on-site direction for network engineers.
- Designed and implemented system security and data assurance.
- Ensured that all server hardware, operating systems, software and procedures aligned with organizational standards and strategic business plan.
- Resolved a history of problematic network failure by troubleshooting LAN/WAN connections between multiple stores for a regional retail chain.