

## Sherinas .M

Mobile: +91 9747676776

Email: sherinascdlm@gmail.com



### OBJECTIVE

To work in challenging and responsible position in a dynamically progressing organization which will give scope to apply my skills, knowledge & experience and to constantly grow with the company.

### EXPERIENCE SUMMARY:

- ✓ Having **6 years** of experience in **System Administration and Networking**.
- ✓ Installing and Configuring **Windows Client and server operating systems**.
- ✓ Experience in **MAC OS and Linux Operating systems**.
- ✓ Knowledge of Installing & Configuring **AD,DHCP, DNS**.
- ✓ Experience in Active directory Daily tasks for End users.
- ✓ Experience of Managing **Domain User** and **Groups** and Configuring **User Profiles**.
- ✓ Maintain installed PCs, networks, telephone systems and peripherals with routine maintenance.
- ✓ Experience in **office 365** administration. managing licensing
- ✓ Experience in **exchange server** with limited knowledge.
- ✓ Troubleshooting connectivity issues over the networks.
- ✓ Experience in **system center configuration manager** using for patch management , remote support and operating system and software deployment
- ✓ Managing and maintain asset inventory and licensing .
- ✓ Experience in **system center service manager**.
- ✓ Responsible for **server deployments**, which include application installations.
- ✓ experience on **Symantec Backup and antivirus** tools.
- ✓ Managing Servers with Remote Desktop Administration.
- ✓ Configuring and troubleshooting all computer related devices .
- ✓ Managing file server and assign file permission to user based on management approval.
- ✓ Managing print server and CCTV record servers at different site.
- ✓ Experience in outlook and thunderbird mail clients.

### CERTIFICATION:

- Microsoft Certified Solutions Associate (**MCSA**)Microsoft ID: 9289184

- Microsoft Certified Technology Specialist (**MCTS**)
- Cisco Certified Network Associate (**CCNA**) Cisco ID: CISCO12201046

#### EDUCATION:

- **Graduated** (2011-14) from MaduraiKamaraj University Tamilnadu, India.
- **Diploma in computer Hardware Maintenance & Networking** (2007-08) TCL-IT computer Education& Training.

#### KEY SKILLS:

Virtualization	:	VMware ESXi, VC, P2V. VMware Workstation ,Oracle VBox
Server OS	:	Windows 2003, 2008/2012 Servers ,Zentyal 3.5 (ubuntu),
Client OS	:	Windows 10 ,Win 8, 7, Xp,
Microsoft Services	:	AD, DNS, DHCP, WDS, WSUS, VPN
Linux based Service	:	AD,LDAP, NEXTcloud, samba ,apache
Other skills	:	SCSM ,SCCM,SCOM,

#### PROFESSIONAL EXPERIENCE:

- ✓ Working as Desktop support engineer at **Tadweer (The Center of Waste Management - Abu Dhabi)**, for Gulf Business Group from oct 2018 to feb 11
- ✓ Worked as **System Administrator** from **SQUAD infotech .pvt.Ltd** , Maharashtra,India from **Sep 2017 to Feb 2018**
- ✓ Worked as **Server Support Engineer** from **CAMFOX technologies**, Trivandrum, Kerala from **Nov 2015 to Dec 2016**
- ✓ Worked as **Technical support engineer** from **Madenat al zubair supermarket .LLC** Sharjah, UAE from **Aug 2014 to Sep 2015**.
- ✓ Worked as **Desktop and Network engineer** from,Computer park ,Kerala from **2008 to Oct 2013**,

#### PROFESSIONAL EXPERIENCE

1. Organization : **Tadweer (The Center of Waste Management - Abu Dhabi)**,

Period : Oct 2018 to till date

Designation : **Helpdesk Support Engineer**

#### Roles and Responsibilities:

- ✓ Address user tickets regarding hardware, software and networking.
- ✓ Walk customers through installing applications and computer peripherals.
- ✓ Ask targeted questions to diagnose problems.

- ✓ Test alternative pathways until you resolve an issue
- ✓ Customize desktop applications to meet user needs
- ✓ Follow up with clients to ensure their systems are functional
- ✓ Creating server health check report and Check all switches routers servers connectivity using scripts.
- ✓ Responsible for different site print and record servers.

2. Organization : **SQUAD InfoTech .pvt.Ltd** , Navi Mumbai, Maharashtra, India

Period : Sep 2017 to Feb 2018

Designation : **System Administrator**

#### **Roles and Responsibilities:**

- ✓ **Provide Technical support for both hardware and software issues our users encounters .**
- ✓ Manage the configuration and operation of client and server based computer operating system.
- ✓ Monitor the system daily and respond immediately to security or usability concerns.
- ✓ Create to verify backup of data.
- ✓ Respond and resolve help desk request .
- ✓ Managing and configuring AD,DHCP,LDAP ,SAMBA services .
- ✓ Configuring Mail Servers and Nextcloud servers
- ✓ Mail client (Thunderbird) configuring via RDP .
- ✓ Deploying via fog server, configuring firewall ,router and access points.
- ✓ Install and test computer related and access control equipment.

3. Organization :**Camfox technologies, Trivandrum, Kerala**

Period : Nov 2015 to Dec 2016

Designation : **Server Support Engineer**

#### **Roles and Responsibilities:**

- ✓ Installation, configuration and maintenance of **Windows 2003,2008/2008R2 and 2012.**
- ✓ Install and Configure of **AD, DNS,DHCP**server and attending if any kind of the problems occurred in windows servers.
- ✓ Creating **users, computers, groups** in AD server and assigning permission to share folders for the users in FILE server.
- ✓ Managing Virtualization Environment using **VMware ESXi Virtual Center, VI Client.**
- ✓ Creating and Managing Virtual Machines, Templates and Clones.
- ✓ Experience on **Symantec Backup.** Scheduling and Restoration for Windows Servers.
- ✓ Antivirus (**Symantec Endpoint Protection**) definition file updating (server and client side)
- ✓ Responsible for server deployments, which include application installations, operating system updates and security patches.

- ✓ Configuring MS Outlook, Outlook Express Clients.
- ✓ Troubleshooting Network related problems.
- ✓ Monitoring & Preparing **Downtime reports** for the Entire Production servers on Daily, Weekly & Monthly wise.

**4. Organization: Madent al zubair supermarket .LLC. Sharjah, UAE**

Period: From Aug 2013 to Sep 2015.

Designation: **Technical support Engineer**

**Roles and Responsibilities:**

- ✓ Providing technical support on Networking, system administration and maintenance.
- ✓ Installation & troubleshooting windows7 OS.
- ✓ Configuring Network Printers.
- ✓ Troubleshooting LAN Connectivity related problems.
- ✓ Software Troubleshooting update and patch installation .
- ✓ Manage daily backup.
- ✓ Managing ERP software's .
- ✓ Installing and configuring access control equipment .

**5.Organization: Computerpark, Kerala**

Period : From 2008 to 2013

Designation: Desktop and Network Engineer

**Roles and Responsibilities:**

- ✓ Helping clients with regards to technical issues.
- ✓ Desktop/Laptop OS Installation and Troubleshooting.
- ✓ Assembling Hardware up gradation troubleshooting
- Software and driver installation.
- ✓ Configuring routers and switches.
- ✓ Installing Access point and creating wireless Network infrastructure.
- ✓ Microsoft server configuration.
- ✓ Router and Switch configuration.
- ✓ Troubleshooting and configuration, Laser ,Inkjet, Dot matrix printers and other hardware
- ✓ DVR configuring CCTV installation .

### Personal Details

Name : **SHERINAS .M**

Sex : Male

DOB : 17-11-1989

Marital status : Single

Nationality : Indian

Permanent address : Shamanzil,kannankodu, chadayamangalam,kollam  
kerala,691534 , india

Contact details : **+91 9747676776**

Email address : **sherinascdlm@gmail.com**

Languages : English, Malayalam,Tamil, Hindi

Hobbies : Reading and Traveling

Passport Details : K5671989

I do hereby declare that all the information's given above are true to the best of my knowledge.

SHERINAS. M

