K. Dheena Dayalan

IT Administrator

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🔧 PROFESSIONAL SUMMARY

Experienced IT Administrator with over 12+ years of expertise across diverse industries including Information Technology, Automobile, and Construction with Office 365, cloud support, and IT security. I am skilled in delivering end-user support, network upgrades, and IT process optimization. Proven expertise in managing assets, SOPs, and service delivery in high-demand environments. Recognized for delivering reliable support, optimizing performance, and driving digital transformation initiatives in fast-paced environments.

📜 CERTIFICATIONS &PROFESSIONAL DEVELOPMENT

- Windows Server 2016-APPONIX (2024).
- Cloud Computing (LINUX, AWS)-BESANT TECHNLOGIES (2025).
- The Bits and Bytes of Computer Networking & Technical Support Fundamentals- Coursera (2025).

🧠 TECHNICAL SKILLS

- Systems: Windows Server, Linux (L1), Active Directory, Office 365 (Exchange, Teams, SharePoint)
- Tools: TeamViewer, Any Desk, Asset Tracking
- Cloud & Security: AWS Cloud Practitioner, ITIL, Antivirus, Backups.
- Processes: Documentation, SOPs, Onboarding, Training

💼 WORK EXPERIENCE

Assistant Manager – IT & Admin | BCIM Engineering Pvt Ltd | Bengaluru | Dec 2018 – Present

- Delivered remote and on-site IT support for 50+ users, resolving hardware, software, and network issues.
- Managed Office 365 admin tasks, including provisioning, troubleshooting, and policy enforcement.
- Created SOPs and trained staff, improving IT response time and onboarding efficiency.
- Handled procurement, asset tracking, and antivirus compliance across all systems.

IT Consultant / Desktop Support Engineer | HTD Limited | Malawi | Apr 2015 – Oct 2018

- Assess client IT needs and provide strategic guidance on technology solutions to improve business performance.
- Design and implement IT systems including hardware, software, and network configurations tailored to client requirements.

- Conduct system audits and diagnostics to identify inefficiencies, security risks, and areas for improvement.
- Provide technical support and troubleshooting for software, hardware, and network issues.
- Collaborate with cross-functional teams to ensure seamless integration of new technologies into existing infrastructure.
- Manage IT projects from planning to execution, ensuring timely delivery and alignment with business goals.
- Train staff and end-users on new systems, tools, and best practices to maximize adoption and efficiency.
- Stay updated with emerging technologies and industry trends to recommend innovative solutions.
- Document processes and create reports for stakeholders to track progress, performance, and ROI.

Linux L1 Engineer | Care IT Solutions | Chennai | Aug 2011 – Feb 2014

- Installation and server configuration of Linux operating systems such as Open SUSE and creating users, groups, home directories.
- Installation of CAS application in Linux systems by configuring the jobs server in it and, we are maintained the database for the CAS application.
- Installation of database software and maintaining the data securely so here we are using the PGADMIN database and PostgreSQL for storing dates in a secure manner with password protection and privacy and SQL are used for maintaining the database such as creating, deleting etc.
- Configuring the following network services using the DHCP and static IP in and DNS configuration computers for data sharing between Computers.
- Creating different users and groups for privacy with password protection for user administration.
- Installation and configuration of printers using the cups (command Unix printing system) used to identify the printer connected & Documented SOPs and escalation workflows.

🎓 EDUCATION

- Bachelor of Engineering – Electronics and Communication Engineering | 2011 in Pandian Saraswathi Yadav Engineering College, Sivaganga
- Diploma – Electronics and Communication Engineering | 2008 in K.L.N. Polytechnic College, Madurai