**Around 15 years of experience in Windows and AWS System Administration, Installing, Configuring, Implementing & Troubleshooting.**

 

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## PROFESSIONAL SUMMARY

Experience in:

* **Operating Systems** : Windows NT/2000/2003/2008/2012/2016/2019 /XP/Vista/7/8/10
* **Virtualization :** Hyper-V, ESX and ESXI Architecture
* **Monitoring** : CA Unicenter & HP Open View, SolarWinds, Splashtop and FixmeIT
* **Cloud** : AWS
* **Network Device** : Routers, Switches, Firebox, wireless LAN and Packeteer
* **Backup** : Veeam, SolarWinds Core/MSP, CA ARCServe, Livedrive, Ahsay
* **Database** : SQL 2005/2008/2012/2014/2017 with Reporting Service
* **Mail Server** : Exchange 2003/07, Google Apps, Office 365
* **Anti-Virus :** Bitdefender, Kaspersky, AVG, Mcafee
* **CRM :** Logical Office and Accountsforce
* **Release Management :** Perforce and Jira
* **Scripting** : PowerShell, Python 3 and JSON
* **Certification** : VCP 5.5, MCTS 2012, MCTS 2008, MCP 2003 & CCNA
* **Trainings** : Windows Server 2016, AWS Solutions Architect
* **Others :** ITIL

**EXPERIENCE**

DNS Group - IT Consultant Nov 2009 – Till Date

Hewlett-Packard Global Soft Ltd - Infrastructure Support Jul 2007 – Nov 2009

RCS Technologies - IT Systems Engineer Jan 2007 – Jul 2007

Zerobase Electronics - System administrator Dec 2004 – Jan 2007

Digitek - System Engineer Feb 2004- Dec 2004

## EDUCATION

Manonmaniam Sundaranar University,India 2000 - 2003

Master of Computer Application

ST.Xavier’s College, Tamilnadu, India 1997 – 2000

Bachelor of Commerce

## STRENGTHS

* Achievement oriented with excellent people management skills and an ability to manage change with ease
* Proven strength in problem solving, coordination and analysis.
* Strong communication, interpersonal, learning and organizing skills matched with the ability to manage stress, time and people effectively.
* Experienced and expertise in understanding customer requirements and providing end to end solutions using technologies ranging from Servers, Network, Virtualizations, Disaster Recovery and Cloud platforms

## PROJECTS HANDLED

**Employer : DNS Group, UK**

**Duration :** Nov 2009 – Till Date  **Role** : IT Consultant

**Operating System :** Windows XP/VISTA/7/ 8 /10 Server 2000/2003/2008/2012/2016/2019

**Responsibilities:**

* Implementing& Maintaining Windows Active Directory Domain, DNS, DHCP & DFS
* Hybrid Infrastructure.
* Server Cluster & Failover configuration
* Installing & Maintaining of Servers and Desktops (Patch and Performance monitoring)
* Hyper-V Management
* AWS Management (EC2, RDS, S3, SG, VPC, IAM and Backup)
* Planning project activities viz. scoping, estimation, tracking, change management, delivery management, implementing project plans within preset budgets and deadlines.
* Develop and monitor Project / Program schedules and timelines to identify and meet critical mile stones
* Determining customer requirements and designing the Disaster Recovery solution for the Applications and Infrastructure service on WINTEL and AWS platforms.
* Provide technical guidance on building solutions using AWS
* Office 365 Email & SharePoint Portal Management
* Site to Site / SSL VPN Management
* Implement and Manage Antivirus
* Implement Logical Office / Accountsforce CRM Application
* Configure & Maintaining Exchange 2007 server.
* Exchange 2007 to Google App Migration
* Google App to Office 365 Migration
* VOIP System Management
* Domain hosting and FTP Management

**Employer** : **Hewlett-PackardGlobal Soft LTD Client** :**Weyerhaeuser & Agilent**

**Duration** : July 2007 – Nov 2009 **Role** : Systems Engineer & Shift Lead

**Operating System** : Windows 2000, 2003, 2008 & ESX Servers**Project Tool:** HP Open View

Responsibilities:

1. Responsible for handling Incident Management

* Provide support to CC engineers for the incident investigation, diagnosis and resolution.
* Ensure resolution of most of the incidents and service requests.
* Ensure resolution or recovery of service ASAP after implementation of solution/work around for cases passed by CC engineers.
* Provide inputs to DTS team for Problem Mgmt & create Problem ticket as applicable.
* Provide required inputs to stakeholders involved in case of critical Incidents like outages.
* Prepare IR for all critical Incidents & unscheduled Server Downtime.

1. Participate in Change & Release Management

* Raise Change Request where required and Participate in TAB & CAB.
* Implement Routine and Normal Changes

1. Reviews

* Participate in regular reviews with Tech Lead/Delivery Lead.
* Participate in Service Delivery Review & Auditing.

Technical Skills:

* Supporting around 2500 Dell servers both the hardware and OS level.
* Configuring and Managing Active Directory& DNS related issues
* Managing and Configuring DHCP, DFS and Terminal service
* Experiences in Dell Open manage, Array Manager, DRAC & ILO
* Hands on experience in HP OVSD 4.5
* Installing patches, firmware and Bios ontest and production environment

**Skills in VMware Infrastructure:**

* Installation of ESX 3.0 & 3.5 on Remote HP servers using ILO.
* VMware Network configuration.
* Storage Vmotion using Interactive and Non Interactive Methods
* DRS Configuration and HA Configuration

**Employer** : **RCS Technologies** **Client** :  **Agilent**

**Duration** : Jan 2007 – July 2007 **Role** : IT System Engineer

**Operating System** : Windows 2000 & 2003 server**Project Tool** :HP Open view

Responsibilities:

* Implemented Northern Storage Suite (NSS) 5.0 (Disk Quota Management tool) on production environment with 40 file servers all over the globe.
* Installed and Configure SQL 2005 database for quota share information
* Created reports using SQL 2005 Reporting Service.
* Prepare documentation for whole project and KT to operational team in Singapore.

**Employer** : **Zerobase Electronics Client** : **L&T InfoTech and L&T Business Unit**

**Duration**: Dec 2004 – Jan 2007 **Role** : System Administrator

**Operating System :** Windows XP/2000 & 2003 **Project Tools :**CA Unicenter

Responsibilities :

* Installing workstations, Servers, Server Administration, Network services and peripherals.
* Installing and maintaining ADS and GPO
* Designing the Backup Strategy for the sites and ensuring scheduled/ unscheduled backups as per backup plan and restoration.
* Handling issues related to Backup and Restore (DR SITE – CA Arc serve Backup)
* Handling server & network related calls using CA unicenter.
* Design, implement & support networks (more than 1200 desktops). Maintain, update the LAN diagrams of the site and managing IP allocation.
* Configure and Manage Exchange 2003

**Employer** : **Digitek Role** : System Engineer

**Duration** : Feb 2004 – Dec 2004 **Operating System** : Windows 98/XP/2000

**Responsibilities** :

* Install & Maintain windows 2000 server and client OS.
* Troubleshooting hardware and basic network issues.
* Handling Service Request.