**Kugan Puvanendran**

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**Professional Summary**

* IT Professional with over 5+ years of experience in Microsoft Operating Systems, Active Directory /Exchange / Microsoft Azure / O365/Mac OS.
* Worked on many Microsoft and non-Microsoft technologies and have bet- ter understanding of each technology in terms of implementing with ut- most accuracy.

**Technical Skill Set**

Desktop and Laptop repairs, CCTV installa- tion, Face Recognition System, Door Ac- cess Control, Iphone's and Android phone support, Printers and Scanners installa- tion, IP-PBX (VOIP Phone – Aastra and Cis- co Phones), AV Equipments

:

Hardware

HP Server, Dell Servers, IBM Storage, NAS Storage, Barracuda Message Archive, iMac,

: Macbook

Barracuda Spam & Virus Firewall, Hyper V server

Servers

MAC OS, Linux, SCCM 2012, Citrix Re- ceiver

: Microsoft Exchange Server 2010, Microsoft Exchange Server 2016, Office 365,

Smarter Mail Server

Messaging Systems

Microsoft Windows Server 2012 R2, 2008

R2, 2003 R2

Windows XP Professional, Windows 7, 8.1

and 10

:

Operating Systems

: Active Directory (2003/2008/2012).

Directory Services

**Technical Summary**

* Expertise in Windows Server, Linux and Mac Operating System Administration
* Expertise in Active Directory, DNS, DHCP, Group Policy, WSUS, SCCM 2012 and Exchange Server Administration.
* Expertise in designing and Implementation of Microsoft Active Directory In- frastructure and Exchange Server.
* Expertise in Exchange Server 2010/ 2016 Administration and Implementa- tion
* Expertise in office 365, Microsoft Azure Administration
* Networking LAN/WAN, Wifi Device Configuration
* Expertise in Barracuda Message Archiver
* Expertise in Microsoft Azure Compute, Storage and Networking

**Professional Experi- ence**

**FreeLancer** Nov 2018 - Currently

**Desktop Engineer:-**

* Deploy Software updates and Endpoint Updates through SCCM
* Managed SCCM Backup, recovery, default, Custom Reports, MDM using SCCM
* Created task sequences for windows 7, 10 Images in SCCM 2012R2
* Build desktops and laptops using SCCM and USB
* Provided hardware and software support to all of the executive level staff.
* Installed software, modified and repaired hardware and resolved technical issues
* Installation and troubleshooting of Windows server 2003, 2008, 2008 R2, 2012 and 2012 R2 and Active Directory Management
* Managing user accounts, user rights in active directory.
* Installation, Configuration & Administration of DNS servers
* Group policy implementation for domain
* Installation, Configuration and Troubleshooting of Domain Con- troller and Additional domain controllers
* Creating and maintaining Scope and IP reservation in DHCP server

**Transputec** Oct 2018 - Nov 2018

client : Genesis

Designation : 2nd/3rd Line Desktop Engineer

Project : Windows/Office 365 Deployment

**Desktop Engineer:-**

* Manage Active Directory users, DNS, DHCP, Group Policy, WSUS, SCCM, 0365
* Installation of SCCM Primary and Secondary Site
* Managing and Deploying SCCM Client Policies, software compliances, User and Device Collection
* Managing Software Deployment by using application and package model,
* Created Windows application packages and deployed them through SCCM 2012R2
* Deploy Software updates and Endpoint Updates through SCCM
* Managed SCCM Backup, recovery, default, Custom Reports, MDM using SCCM
* Created task sequences for windows 7, 10 Images in SCCM 2012R2
* Build desktops and laptops using SCCM and USB
* Provided hardware and software support to all of the executive level staff
* Installed software, modified and repaired hardware and resolved technical issues
* Manage 0365 (E1 and E3) licenses to users

**Vectone Mobiles Ltd** Nov 2017 – Sep 2018

Designation : IT Support Specialist

Project : IT Infrastructure and Maintenance

**Windows Sever Administration: -**

* Installation and troubleshooting of Windows server 2003, 2008, 2008 R2, 2012 and 2012 R2 and Active Directory Management
* Managing user accounts, user rights in active directory
* Installation, Configuration & Administration of DNS servers
* Group policy implementation for domain
* Installation, Configuration and Troubleshooting of Domain Con- troller and Additional domain controllers
* Creating and maintaining Scope and IP reservation in DHCP server.
* Responsible for taking System State backups in Domain controllers & verify the logs.
* Able to restore the backups in case of server crash
* Resolving disk space alerts
* SCCM for Application and Operating System Deployment

**Exchange and O365 Administration:**

* Managing of Microsoft Exchange 2010/ 2016 servers like Creating Routing Groups, Routing Group Connector, and SMTP connectors. Creating mail- box and mail enabled users. Giving permissions on user’s mailbox. Creat- ing and configuring mailbox stores and public stores. Troubleshooting In- ternal and External Mail flow issues. Troubleshooting SMTP, IMAP, POP3 issues. Taking care of mail Quota, Delegation rights and individual mail- box export
* Support the Microsoft Office 365 environment
* Troubleshoot issues related to O365 reported by the end-user community

within the defined SLOs, and escalate to and work with Microsoft Technical

* Support when needed
* Planning a Pilot, Provisioning Tenants Account and Enabling Client Connec- tivity
* Manage Users and Licenses by Using the Administration Centre
* Manage Security and Distribution Groups, Cloud Identities with Windows Power Shell
* Manage User-driven Client Deployments, Manage IT Deployments of Office 365 Pro Plus and Office Telemetry and Reporting
* Add and Configure Custom Domains, Recommend a Mailbox Migration Strate- gy and Configure external user sharing
* Configure and Administering Exchange Server for Cutover Migration, hybrid Migration
* Creating SOP documents for the team for effective process adhering
* Maintaining the SLA and delivering our best to the customers
* Taking care of mail Quota, Delegation rights and individual mailbox restore
* Troubleshooting connectivity issues
* Creating mailbox and mail enabled users, giving permissions on user’s mail-

box.

* Add/Delete Users, Group and DL.
* Migration of Exchange 2010 mailboxes (1000) to O365
* Blocking /Allowing the Domains according to company requirements in the

Gateway server.

* Configuring mail clients using Outlook 2007, 2010, 2013, 2016
* Mail box movement
* Creating reports as per client request

**INFOTEC Duration: Mar** 2015 – Oct 2017 Job title of **Technical Support**

* Desktop support for PCs running Win2007/XP/2000,Windows 2008Server, Linux 5,6server
* Install, update and troubleshoot software, printers and desktop
* Good knowledge on installing and configuring Microsoft Outlook 2010, Live Mail, Outlook Express &Thunderbird
* CC4 experience in Schools and Universities
* Simplify network management and administration
* Improve network security and control
* Simplify and enhance ICT in the classroom
* Extend learning beyond the classroom
* Improve energy efficiency and sustainability
* Support the latest technology
* Windows/Linux server installation and configuration
* Domain configuration
* Installation and maintenance of anti-virus software
* Maintaining domain groups and users and giving permissions
* Providing support for data recovery, taking and restoring backups and Net- work configuration
* Managing and Maintaining of Active Directory, Creating and Managing users and group accounts

**Khan Estates Duration:** Dec 2013 – Feb 2015 Job title of **IT Support Engineer**

* Installing and configuring DNS, DHCP, FTP and IIS
* Install, update and troubleshoot software, printers and desktop
* Windows/Linux server installation and configuration
* Installation and maintenance of anti-virus software
* Good knowledge on installing and configuring Microsoft Outlook 2010, Live Mail, Outlook Express &Thunderbird
* Hardware maintenance

# Academic Background

**Master Of Science:** Computer Science 2010 Middlesex University, England, United Kingdom

**Bachelor Of Science**: Computer Science 2007

# REFERENCES

Provided on request