

PRASANTH SASIDHARAN ACHARI

IT System Engineer

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PERSONAL STATEMENT

- A technocrat professional offering 10+ years of progressive experience in business analysis, business development, systems/network optimization, project management and Information Technology Support functions
- Hands-on experience in delivering various operations with extensive experience in ERP support management, IT Infrastructure Strategy, technical support, IT service delivery, IT service management, and data-center operations across Windows, VMware, Exchange /Office365 platforms
- Demonstrated expertise in utilizing a structured analytical process to identify physical, information, personnel, and operational protection gaps that could provide an adversary with insights into critical information
- Adroit in planning, streamlining, migrating, troubleshooting, capacity planning, disaster recovery, business continuity, quality assurance, information security & data privacy, and risk management.
- Proficiency in operations management, incident management, compliance management, capacity management, client liaison, transition management, team management, cost control, project initiation, planning, estimation & execution, requirement gathering & analysis, and documenting business, functional & technical specifications
- In possession of strong business acumen, highly effective organizational skills, leadership traits, networking & communication skills, interpersonal skills, time management, analytical and problem-solving skills
- Ability to adapt to changing requirements & learn quickly in challenging environments, multi-tasked proficiently to manage multiple projects/assignments efficiently under pressure and skills to meet deadlines & deliver results on time

AREAS OF EXPERTISE

Project Management | IT Support Functions | IT Infrastructure Strategy | IT Service Delivery | Enterprise Implementations | Technical Support | Resource Management | Network Migration | Transition Management | Disaster Recovery | Incident Management | Troubleshooting | Client Liaison | Team Management | Resource Planning & Execution | Requirement Gathering&Analysis|Documentation|Process Improvement | Data Center Operations|Site Supervision & Project Coordination

SKILL SET

Windows Server Administration – Windows Server 2003 ,2008,2012,2016 ,2019 & 2022 | Desktop Support -Windows 7/8/10| Remote Support| Active Directory | Group Policy Management | DNS | DHCP |NTFS & File Share| Distributed File System | VMware |O365 |Azure | Migration of Server Operating System |Windows Patch Management |ERP Administration | Outlook &Mail| Provisioning/building & decommissioning of windows servers | Estimation & Quoting | Disk and Quota Management |ITSM| ServiceNow|ManageEngine | Data Migration |Data Migrations

PROFESSIONAL EXPERIENCE

Organization	Designation	Duration
YASH Technologies, Bangalore, India	Senior IT Analyst	May 2016 – April 2023
TEK-Systems, Bangalore, India	Senior Windows Administrator	May 2015 – Apr 2016
Al Doha Maintenance & Service, Qatar	Senior IT Administrator	Aug 2008 – Sep 2013

EDUCATION

- Master of Science in Information Technology from Mahatma Gandhi University, Kerala, India (2005-2007)
- Bachelor of Science in Information Technology from Mahatma Gandhi University, Kerala, India (2002-2005)
- Vocational Higher Secondary from Kerala vocation Higher secondary Board (2000-2002)
- Secondary School Leaving Certificate from Board of General Education Department,Kerala (1999-2000)

CERTIFICATION

- Microsoft Certified Server Administrator – WIN SRV 2008 [MCID: 10507272, Exams - 640,642,646]
- Azure Administrator Associate – AZ104 [MCID: 10507272, Sep 2021- Sep 2024]

MS Transcript : <https://docs.microsoft.com/en-gb/users/prasanthsasidharanachari-3777/transcript/dg00zugm4een85o?source=docs>

PROJECTS

- **Client: Behr-Hella Thermocontrol | Yash Technologies (March 2022 to April 2023) | Team Name: BHTC-Managed Services | Team Size: 10 | Role: Senior Consultant | Environment: Hybrid**
 - Working as cloud administration on Microsoft Azure environments, involved in Azure ADconnect, configuring virtual machines, load balancing, availability sets, Virtual machine scale set and Azure resource groups.
 - Deploying, monitoring and administering Active Directory Domain Services in Windows Server 2012 2016.
 - Responsible for defining, approving, testing, creating, and linking group policies based on environment requirements or requests from clients.
 - Responsible for creating of non-standard user accounts such as service and admin accounts.
 - Responsible for Provisioning/building& decommissioning of windows servers
 - Responsible for creation of user manuals, low level /high level documents, configuration documents and SOPs.
 - Responsible for monitoring, administrating file servers and share drives.
 - Responsible for tracking activities in data centers and teams.
- **Client: Charles River Laboratories | Yash Technologies (December 2016 – March 2022) | Team Name: CRL-DC-OPs Team Size: 15 | Role: Senior IT System Analyst | Environment: Hybrid**
 - Monitoring SCOM, raising and distribution of tickets
 - Creating AD users, security groups, distribution groups, enabling mail boxes, and applying the O365 license
 - Provisioning/building & decommissioning of windows servers
 - Troubleshooting performance of windows server, AD replication issues
 - Creating service/admin accounts, security groups & distribution group and managing memberships of the same
 - Setting up NTFS File/Folder Permissions & security groups and managing Space issues on drives
 - Creating & adding Project/study mailboxes, resolving outlook & Skype issues and performing Windows Server Patching
 - Developing VMs, VM cloning, Server migrations and addressing critical SCOM alerts and raise request based on priority
 - Distributing L1 request, working on L2/L3 requests (Windows, VMware and MS Exchange) & scheduling tasks/change
 - Creation of SOP and configuration document.
 - Coordinating with Database, Citrix team, networking, local support team for task.
 - Responsible for tracking activities in data centers and teams.
- **Client: Coats Group | Yash Technologies (April 2016 to December 2016) | Team Name: Coats –Infra Support Team Size: 20 | Role: Senior IT System Analyst | Environment: Hybrid**
 - Manage vendors like MS and Dell.
 - Engaged in backup & recovery Administration
 - Handled Escalation calls depending on the environment affected
 - Demoted Domain Controllers and Performed a Meta Data Clean-up
 - Preparation of SOPS and reports.
- **Client: CDW Corporations | TEKsystems (Nov 2015 to April 2016) | Team Name: Enterprise Command Centre Operations Team Size: 40 | Role: Sr. Technical Support Engineer | Environment: Hybrid**
 - Monitored (replication, device availability, Server health) and managed Windows 2008 & 2012 Domain controllers
 - Demoted Domain Controllers and Performed a Meta Data Clean-up
 - Engaged in performing AD restore of AD objects
 - Group Policy Management (Creation/ Modification/ Deletion/ Link/ Reservation/ Exclusion/ Modification)
 - Troubleshooting domain controllers and replication issues
 - Setup performance counters and troubleshooting performance issues on Windows 2008/2012 Environment, event viewer analysis
 - Managed client email issues, mailbox, distribution list creation and access
 - Creation and deployment of Group policies
 - Windows OS patching – apply patches, hot fixes, updates etc.
 - Backup & recovery Administration
 - Assigned ticket to team members based on the priority and escalated the issues/tickets to manager where necessary
 - Disk consolidation and disk expansion of VM.
 - Responsible for creation of shift roster, RCA and templates
 - Creation of daily /shift reports and escalate to delivery manager if needed.
 - Working escalated winter request and coordinating other teams if needed.
 - Raising request with Microsoft and Dell, if need any help from them.

- **Client: Lowe's Services | TEKsystems (May 2015 –October 2015) | Team Name: LOWES-OFFSHORE Support**
Team Size: 15 | Role: Senior Technical Support Engineer | Environment: On premise
 - Installed & Configured Windows Servers (2K8 to 2K12 R2)
 - Performed Security Health Check and other compliance activities
 - Handled Active Directory users and groups management (Domain ID Creation, Deletion control management)
 - Engaged in Active directory Replication Monitoring & Troubleshooting
 - DHCP Management (Authorize/ Scope Creation/ Scope Modification/ Migration/ Reservation/ Exclusion/ Modification)
 - DNS Management (Creation/Modification/Deletion) of zones & records and troubleshooting
 - WSUS Administration (Test & Approve the MS Fixes/Patches)
 - Engaged in backup & recovery Administration
 - Handled Escalation calls depending on the environment affected
 - Reviewed ticket and Followed up on pending queries
 - Worked on P2 /P1 tickets

- **Client: Local Projects | Al Doha Maintenance & Service (August 2008 – September 2013) | Team Name: IT Operations**
Team Size: 5 | Role: Senior IT Administrator/ Engineer
 - Installed new/ rebuilt existing servers or infrastructure and configured hardware, peripherals, services, settings, directories, storage, etc.
 - Provides instructions or directly sets up desktop hardware. Monitor the performance of a company's desktop infrastructure and provide suggestions to improve efficiency.
 - Troubleshoots hardware/software issues and Provides technical support to users.
 - Records logs of rendered support and oversaw IT Purchase and Annual maintenance contracts (AMC).
 - Performed daily system monitoring, verified the integrity and availability of all hardware, server resources, systems and key processes, reviewed system and application logs, and ensured completion of scheduled jobs such as backups.
 - Oversaw mail box creation, deletion & spanning control through webmail-control panel and client-side configurations in laptops, desktops and mobiles.
 - Responsible for the creation of new user accounts and training new employees to use a company's software and apps.
 - Responsible for ELV projects (estimation, quotation, document submissions, site supervision, and project coordination). Liaised effectively with clients, end-users, subcontractors, architects, & consultants and gathered their requirements and addressed.
 - Engaged in creation of issue log sheet, monthly reports, method of statements, create technical documentation (RFI, RFIT, LLD, and HLD) and manuals etc.

PERSONAL DETAILS

Nationality	: Indian
Gender	:Male
Marital Status	: Married
Languages	: Malayalam (Native) , English (intermediate) , Tamil & Hindi (Beginner)
Address	: # 103 B-Block, Shree Keerthy Elite, Nagondnahalli Main Road, Channasandra Bangalore, Karnataka, India PIN – 560067.
Passport No	: Z2722321, Expired on 03.11.2023
Visa Status	: USA (B1/B2, Expired on 04/10/2025) CANADA (V1, Expired on 03/11/2023)

Acknowledgement

I hereby declare that all the information given above is true and correct to the best of my knowledge

Prasanth Sasidharan Achari