GANESH K  
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Summary of Experience

* Experienced System Engineer with over 4 years 6 months in IT infrastructure design, implementation, and management. Specializes in server administration, firewall configuration, network optimization, and Hospital Information Systems (HIS) applications. Proven track record in ensuring high availability, security, and performance, with strong problem-solving skills and innovative solutions to enhance operational efficiency.

Experience in SyMetric

Designation : Junior Support Engineer

Duration : 16-Jan-2025 to Till Date

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| Roles Assigned | Responsibilities being carried out |
| Senior executive IT | Keeps critical services such as desktop operating systems, security patches, email/Office365 tools, shared storage, collaboration tools (Box, Confluence), data transfer services (Aspera), source control and similar running at peak performance and working across all the studios to prevent downtime |
| Manage Office 365’s IT Infrastructure, Azure Infrastructure, Services, and maintain and update onsite copiers and printer machines. |
| User Access Management for Internal systems as well as customer facing landscape. New accounts set-up and active directory administration |
| Verifies application results by conducting system audits of technologies implemented. |
| Recommends information security strategies, policies, and procedures by evaluating organization outcomes to the Information Security and Privacy Officer |
| Identifies problems and Evaluates trends coming from IT incidents. Plan, organize, control and evaluate IT and electronic data operations |
| Maintains quality service by establishing and enforcing organization standards. |
| Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance |
| Maintain all local software and hardware licensing to ensure conformance. Conduct network troubleshooting to segregate and identify general network problems. |
| Maintain server, upgrade, secure, system backups, security of data, network access and disaster recovery preparation. |
| Maintain and update documentation of procedures and configurations. |
| Manage entire purchase of inventory related to hardware, software and other IT supplies. Develop and maintain vendor relations. |
| Inform senior staff about industry innovations and recommend relevant upgrades. |
| Run reports on system performance for team and wider organization |
| Better understanding of SyMetric clinical trial platform |
| To carry out other responsibilities as and when assigned by the MR/ Reporting Manager |
| Junior executive IT | Works across all studios to help identity, promote, and share best IT practices, tools, and processes |
| Helps determine the optimal level of standardization across studios and facilitates the adoption of processes and tools to capture the benefits of standardization |
| Implement global support processes and provide visibility and escalation paths for regional IT teams |
| Maintaining required records for the executive member and department |
| Coordinate and/or lead ad-hoc projects, as requested by the executive |
| Recovery, reinstallation/reimaging of failed desktop and laptop computers |
| Answer phones, handle general inquiries, relay messages to appropriate parties |
| Run/print out daily and monthly reports |
| Better understanding of SyMetric clinical trial platform |
| To carry out other responsibilities as and when assigned by the MR/ Reporting Manager. |

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| Trainings Attended | |
| 1 | SOP training for operations managements, Quality management, Infrastructure and security management, Product management |
| 2 | SyMetric C6 Walkthrough |

Previous experience

Name of the Company : KMCH Institute of Health Science and Research

Designation : System Engineer

Duration : SEP 2022 to NOV 2024

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| Roles Assigned | Responsibilities being carried out |
| System Coordinator | Configured and maintained computer hardware, replacing parts as needed |
| Managed maintenance for over 400 systems |
| Configured copier/scanner devices with network and other settings, providing user interface instructions to staff |
| Performed system administration tasks |
| Software Installation and Implementation |
| Troubleshot and resolved basic network connectivity issues |
| Set up new equipment and upgraded existing systems |
| Installed Active Directory, created users, and configured GPO |
| Configured and maintained file servers and antivirus servers |
| Performed basic switch configuration and troubleshooting of network issues |
| Provided VNC and remote desktop support, including online meeting support |
| Offered basic SQL support and resolved software issues related to SQL |
| Provided front-end support for RIS and PACS systems |
| UAT testing for HIS application. |
| Ticketing and Job tracking for maintaining the minimum responds TAT. |
| Configure and maintained Apple school manager and JMAF software |
| Maintaining access controls biometric machines and Wi-Fi access points |

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| Trainings Attended | |
| 1 | Hospital NABH training, Induction class training, Fire and safety training, IT Infrastructure and security training, Data backup training. |
| 2 | Asset monitoring Manage engine |

Name of the Company : Reliance info communication

Designation : Service Engineer

Duration : SEP 2019 to NOV 2021

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| Roles Assigned | Responsibilities being carried out |
| Service Engineer | Diagnosed and resolved issues with routers, fiber optics, copper, and GPON technologies |
| Created and maintained local area networks and inspected fiber cables for functionality |
| Handled complex technical issues, managed Internet Lease Lines, scheduled field engineers, and provided daily installation and service reports |
| Knowledge sharing and interaction with team members to solve problems effectively and to work more productively |
| Provide technical assistance and mentoring to the field team members to ensure efficient team environment |
| Diagnose trouble on ROUTERS |
| Provide an Installation and SR Data by end of the day to the manager |
| Capable of handling with Internet Lease Lines using a Tech route Switches and MPONT |
| Entrust with complex technical issues as a result of ability to promptly resolve concerns and satisfy customers. |

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| Trainings Attended | |
| 1 | GPON technology training, Customer relationship training, Fiber cable training |
| 2 | Fiber router configuration and activation training |

Academic Qualifications

Bachelors (Diploma in Electrical and Electronics Engineering) - 2015-2018

Government Polytechnic college

Nadar high school - 2015

Technical Expertise (if any)

* System hardware and software
* Application support
* Server management

Certifications (if any)

* Windows server 2022 administration completed online (Udemy)

Date : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Place : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_