

PALANIVEL SHANMUGANATHAN

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BLK 1 RIVERVALE LINK #03-02

SINGAPORE-545118

CAREER SUMMARY

A highly motivated professional with comprehensive expertise in IT Management specializing in System Support and Application. Having 18+ years of experience in Singapore

Skilled in IT Service Management, Data Centre, Microsoft Windows Operating Systems, Windows Server, Linux Servers, VMware and Internet Protocol (IP).

PROFESSIONAL EXPERIENCE

S.No	Designation	Organization	From	To
1	Senior System Engineer	NCS Pte Ltd	July-2022	Till Date
2	Senior Infra Engineer	PCCW INSYS Solutions Pte Ltd	Dec-2020	July-2022
3	System Engineer	ST Electronics (Info-software system) Pte Ltd	Dec-2019	Dec-2020
4	Service Analyst	Cold Storage Singapore (1983) Pte Ltd	Nov-2017	Dec-2019
5	Client Field Tech Svc-Senior Associate	CITI Bank	Jul-2017	Oct-2017
6	System Engineer	Cold Storage Singapore (1983) Pte Ltd	Mar-2013	Jun-2017
7	Field Engineer	SingTel	Oct-2012	Feb-2013
8	System Administrator	Elyite Exims Trading Pte Ltd	Jan-2004	Sep-2012

Other Certificates

S.No	Title	Organization	Month /Year
1	ICT-OUS-3007-1.1 Infrastructure Support (Azure Fundamentals)	National Info Comm Competency Frame Work Singapore	July 2020
2	IT-IS-501S-1 Develop Policy for User Support Procedures	National Info Comm Competency Frame Work Singapore	Sep 2018
3	IT-IS-301S-1 Provide First-Level Support	National Info Comm Competency Frame Work Singapore	Sep 2018
4	SV-CS-101G-1 Provide GEM Service	National Info Comm Competency Frame Work Singapore	Oct 2012
5	Microsoft Certified Professional Certification No: E923-0975	Microsoft	Apr 2012
6	CCNA cisco12125808	Cisco	Mar 2012

Technical Skill

- SCOM, SQUAREDUP, SCCM & HPCA TOOLS
- Nutanix platform, Hyper-V VMware
- Cyberark, ADMAN
- Resolve IT, Remedy Force, Service Now
- Cloud – Microsoft Azure, SMVPC
- Troubleshooting LAN Problems
- Switch Configuration
- Linux (Cent OS and Red Hat)
- Windows Server 2012 R2/ 2016/2019

Roles and Responsibilities

Senior System Engineer

December 2020 to Till Date

(Govtech Project) ITCAN PTE LTD

(Client NCS PTE LTD)

- Expertise on ESXi and ESXi Architecture, guest OS installation, setting up of VM priorities, Cloning and Snapshots.
- Provide support for global Virtual Infrastructure VMware , assist with capacity planning, analysis, and monitoring.
- Extensive Experience in Microsoft Server Windows 2012/2012R2, 2016 and 2019
- Expertise experience in installing configuring and troubleshooting on Windows 2012r2 2016 and 2019 servers using enterprise standards.
- Expertise in Windows 2012/2012R2, 2016, 2019 Active Directory server administration.
- Expertise in Installing RHEL.
- Excellent troubleshooting skills both with hardware and software in windows environment.
- Troubleshoot, debug and diagnose customer issues
- Managing and Monitoring Dynamic Host Configuration Protocol DHCP and DNS.
- Responsible for Lenovo Server Nutanix Solution ,patch management & networking monitoring
- Provide server management services such as system administration, backup & recovery administration, server security administration and server management support
- Agency Application Systems host at GDCs and GPC.
- Handle Onboarding/off-boarding for RAS mappings.
- Handle Equipment movement requests in GDCs.
- Handle Physical access request to GDCs, customer and client premises.
- Handle ANCP and firewall rules submission to ATFM with request.
- Handle request for onboarding/off-boarding for security clearance to liaise with Agency on asset (GSIB laptops, RSA tokens, WOG ID) assignment, allocation and collection.
- Handle ITSM Assignment groups add/delete/modify team members.
- Prepare Monthly Meeting presentation Slides
- Conduct Monthly Team Meeting
- Review Annual Hardening Checklist

Senior Infra Engineer

December 2020 to July2022

(Govtech Project)Unizen Technologies Pte Ltd

(Client PCCW INSYS Solutions Pte Ltd)

- Specialized on VMware ESX, ESXi, and VSphere 6.5 environments with vCenter Management, VMware VApps, Consolidated Backup, DRS and HA.
- Expertise in Configure, build, implement, and administer ESX/ESXi Servers including patches and updates, and assist in resolving associated system outages and other incidents.

- Excellent experience and knowledge with designing installing and implementing VMware ESX server, VMware virtual Center, setting up V-Motion, HA, DRS, and related VMware products such as VM Workstation, VMware converter VM Backup products and other products for virtualization
- Expertise on ESXi and ESX Architecture, guest OS installation, setting up of VM priorities, Cloning and Snapshots.
- Provide support for global Virtual Infrastructure VMware , assist with capacity planning, analysis, and monitoring.
- Extensive Experience in Microsoft Server Windows 2012/2012R2, 2016 and 2019
- Expertise in installing configuring and troubleshooting on Windows 2008 and 2012 servers using enterprise standards.
- Expertise in Windows 2012/2012R2, 2016, 2019 Active Directory server administration.
- Expertise in Installing RHEL.
- Excellent troubleshooting skills both with hardware and software in windows environment.
- Troubleshoot, debug and diagnose customer issues
- Managing and Monitoring Dynamic Host Configuration Protocol DHCP and DNS.
- Responsible for Lenovo Server Nutanix Solution ,patch management & networking monitoring

System Engineer

December 2019 to December 2020

(MHA Cloud Project)

JOBLINE Resources Pte Ltd

(Client: ST Electronics (Info-software system) Pte Ltd)

Cloud - Microsoft Azure Stack

- Worked on Microsoft Azure (Public) Cloud to provide IaaS support to client.
- Manage and Creating Virtual Machines through Power Shell Script and Azure Portal.
- Manage and Creating Storage Account and Affinity Group in Azure Portal.
- Creating Storage Pool and Stripping of Disk for Azure Virtual Machines.
- Patching and Validating of Virtual Machine in Azure for mount.
- Monitor Azure Infrastructure(MAS) through System Centre Operation Manager
- Involved in deployment and post production support for the application

On-Premise Server

- Build, Deploy and Manage on premise physical nodes and deploying VM or Roles based on infra requirements.
- Creating and managing Virtual Machines and Templates
- Creating Cluster for High Availability(HA) and Distributive Resource Scheduling(DRS)
- Migrate VM using V-Motion performing Snapshots, cloning, cloud Migration and Host Migration
- Managing, monitor and troubleshoot cluster through FOC- Failover cluster and Hyper-V
- Managing, monitor and troubleshoot S2D cluster storage for the VM resources and other storage resources.
- Troubleshooting SDN issue on Physical Node level and VM level like NC, SLB and GW issue
- Installing and Managing Active Directory (Primary and Secondary Domain) as replicate DC, DNS, Users, Object, GPO, FSMO, Troubleshooting error DC and etc.
- Creating and managing tenant and infra User AD ID with the designated access matrix.
- Monitor and troubleshoot other infra products like ADFS, RSA, RDS, MAS, solar winds, MIM, Ansible, Tenable, SEPM, Beyond Trust, SCCM, SCOM, Service Now, File share, SharePoint, Skype,
- Managing and troubleshooting SCVMM for Tenant BTS (Bill to service) VMs and restoring VM level backup from Commvault.
- Managing and Commvault backup and meeting the Daily, Monthly and yearly backup SLA.
- Managing ADFS and ADFS proxy services for the MAS portal links and WAP portal links.
- Implementing the CR and ECR for any Change request.
- Periodically patching and upgrade for Physical Node, VM and Azure Stack Racks with N-1 patches.
- Managing incident tickets and problem tickets to meet the SLA and getting the right RCA from the vendors.

Service Analyst

November 2017- December 2019

Dairy Farm Singapore (Cold Storage Singapore (1983) Pte Ltd)

- *Configure and Troubleshoot Network equipment like Router, Switches and Wireless AP.*
- *Build, deploy and migrate new servers and upgrading new server hardware*
- *Prepare Backup and Restore Existing Server Migration.*
- *Complete configuration, installation and support of equipment in a Microsoft Windows/Linux environment PC for business requirement.*
- *Recording inventory of each installed hardware component.*
- *Managing and assisting users and user Hardware through RDC tools like (win RDC and VNC)*
- *Setup and Install POINT OF SALE Machine for Retail Business Like(7Eleven, Guardian , Giant).*
- *Configure, Install and support HHT mobile device with FLORI, Printer for Retail Business.*
- *Handle missing daily file recovery and restoration for daily retail Business.*
- *Provide Second Level Support for In-House Application Like SAP, SSO, Web GPS, MMDS.*
- *Providing support and manage - O365*
- *Administration of Microsoft Windows server 2008 and 2012 R2 servers and troubleshooting OS and Hardware level*
- *Provide Windows Desktop email domain configuration and support for the user.*
- *Handle Vendor SLA management*

Client Field Tech Svc-Senior Associate

July 2017 – October 2017

NTT DATA Services Singapore Pte Ltd

(Client –CITI Bank)

- *Install, upgrade, support and troubleshoot Windows 7, Windows 10(testing phase) and Microsoft Office*
- *Working closely with CAP and VDI support team and other support team to settle CAP and VDI issues.*
- *Providing static IP and IP management for the requested user through Vital QIP Tool for the firewall exclusions with proper approvals.*
- *Deploying Applications and packages Using SCCM and HPCA(HP Client automation Software) tools*
- *Providing application support for both UAT and Production application and deployment and real time troubleshooting.*
- *Installing, supporting and troubleshooting of Pointsec Endpoint Full Disk Encryption Software.*
- *Dealing with hardware and application support queries and issues reported my support desk and escalated to the right resolver group*
- *Use diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware/software*
- *Responsible for tracking hardware like workstation and hard driver and ensuring data wipe log are captured and audited properly*
- *Ensuring software inventory and software license transfer are done properly and audited with HAM team*
- *Familiarized end users on basic software, hardware and peripheral device operation*
- *Take ownership and responsibility of queries, issues and problems assigned to the Desktop Support Engineers and following up with Service desk and different resolver group closely to meet the SLA*

System Engineer

March 2013 –June 2017

Simplify Solutions Pte Ltd

(Client: Cold Storage Singapore (1983) Pte Ltd)

- *Install and Troubleshoot equipment like Router, Switches and Wireless AP*
- *Complete configuration, installation and support of equipment in a Microsoft Windows/Linux environment to the specifications of client instructions*
- *Troubleshoot and resolve computer Hardware , network TCP/IP related issues both on-site and remote support*
- *Maintaining software applications, operating systems in regular.*
- *Installing the basic OS and the supporting software as per the guidelines of the organization*

- Recording inventory of each installed hardware component and forwarding the details to the administrative authorities
- Provide Windows Desktop email domain configuration and support or the user
- Prepare Backup and Restore the Existing System for Migration Using (Acronis, Clonezilla)
- Setup and Install **POINT OF SALE** Machine for Retail Business Like(7Eleven, Guardian, Giant)
- Deploy POS Machine and In-house Server with IT Equipments for the Retail Business
- Diagnose and resolved Printer, HHT, PC hardware as well as software problems in a LAN environment.
- Planning, implementation and specification of changes, enhancements, and additions to existing systems.
- Trouble shooting, on-call and Problem Resolution support for operational issues 24X7.

Field Engineer (SingTel)

October 2012 – February 2013

Lucky Joint Construction Pte Ltd

No 10 Tuas Drive2 Singapore-638645

Installation of FTTH /ADSL services for SingTel

- Installation of MODEM ,ONT, SET-TOP BOX
- Installation of Internet services and ADSL services
- Configuration of wireless as per customer advices
- Configuration of customer Routers.

Maintenance for SingTel Services

- Provide technical fault resolution & Trouble shooting support and respond to support customer calls.
- Mio voice, Mio TV Broadband service
- ADSL Restoration and FTTH (Fiber) Restoration

System Administrator

January 2004 – September 2012

Elyite Exims Trading Pte Ltd

No 30 Race Course Road Singapore-218551.

- Providing second level technical based solutions for Routers, Switches, Hubs, Access points and Modems.
- Troubleshooting the LAN network issues.
- Setup and maintain Point Of Sale Machine(POS)
- Provide orientation to new users of existing technology
- Responsibilities also include taking care of employee welfare such as Insurance claims, Medical benefits, addressing the payroll issues, Apply New EP/Work permit processing

EDUCATION

S.No	Degree	Discipline	University	Period
1	Master of Science	Information Systems & Applications	Bharathidasan University Tamil Nadu, India	1999 - 2001
2	Bachelor of Science	Computer Science	University of Madras Tamil Nadu, India	1996 - 1999