SATISH KUMAR
REGIONAL IT SYSTEM ENGINEER

CONTACT INFO

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CORE COMPETENCIES

- Cloud Environment experience
- Familiar with IT analytics tools
- High End-User Support skills
- Strong networking and communication skills
- Establishing IT Infrastructure Processes & Policies
- Proactive, initiative, creative and engaged

PROFESSIONAL SUMMARY

I am a IT System Engineer who has 5 years' experience in IT field covering tech startup e-commerce, transportation, education, military & healthcare environment, according to specifications, developing IT strategies, implementing systems for managing digital transformation.

EXPERIENCE

Regional IT System Engineer
DOCTOR ANYWHERE PTE LTD   FEB 2022 - NOW

- Responsible for daily Regional Office Operations (Singapore, Malaysia, Indonesia, Philippines, Thailand & India)
- Manage daily IT operations providing IT support (Windows, Mac OS) including incidents, changes, and escalation via Jira ticketing
- System administrator for multiple business cloud applications & manage Google Cloud Base service administration tasks such as account creation, deletion, housekeeping, backup data, and transfer ownership. (Active Directory / Virtual Private Network and liaise with the vendor when escalation is needed.
- To Provide Administration for identity access and license management support and/or coordinate conversations between end users and vendors on back-office applications such as CRM system (Zoho), Telephony (Aircall Telephony), and other productivity tools such as Atlassian tools, Microsoft Office, Adobe Acrobat. Microsoft Visio. Microsoft timeline+.
- Responsible for the Infrastructure platform and implantation of processes & policies and operations related to desktops, servers, systems, and networks within the company.
- Develop IT solutions in alignment with business requirements.
- Direct the development and maintenance of technical documentation and align with server administration best practices.
- Work closely with engineering professionals within the company to maintain hardware and software needed for projects to be completed efficiently.
- Maintain IT asset inventory and Manage local IT vendors and regional vendors. also, manage procurement and maintain an inventory list of mobile phones and IT assets.
- Support onboarding and offboarding with local and regional team
- Manage installations, upgrades, and configurations of hardware and software on laptops

SKILS

- Data Analysis
- Microsoft Office ADDS - 0365
- Jira/Zendesk/ServiceNow
- Ariba/Zoho Desk
- Okta / Onelogin
- System and Applications Monitoring
- Arical
- Google Workplace
- AWS/Azure
- SAAS/DAAS
- Slack
- Batch Script / Phyton Script writing Basic With reference

EXPERIENCE

Regional IT Infrastructure Engineer
FOODPANDA, DELIVERY HERO (SINGAPORE)   JAN 2019 - FEB 2022

- Responsible for daily Regional Office Operations (Singapore, Malaysia, Thailand, Japan, Indonesia, Philippines, Taiwan & Pakistan)
- Managing & supporting end-users via Jira Ticketing
- Employed under Singapore Entity and was promoted to Regional APAC Entity to support 800 over users; my responsibilities also cover areas with handling Procurement - (Assessing vendors and coordinating with the team for new hardware requirements
- Liaising with Vendors and stakeholders for managing assets and migration of projects
- I have delivered solutions to internal users in person and remotely in a mass volume of requests.
- During COVID19, I have established a guide & process on remote onboarding that has thorough step-by-step instructions for new hires to join on the start date without delay, which benefits IT and the other departments.
- Handling projects (ISP Upgrade & migrations Floor Level Expansion Wifi Upgrade/roll-outs & been managing the team with assisting and delegating teach their respective task
- I have trained 4-6 Tech associates for providing L1/2 Support for end-users and gsuite / Jira system day-to-day operations

ACADEMIC CREDENTIALS

DIPLOMA (INFOCOMM & DIGITAL MEDIA (ICT SYSTEMS, SERVICES & SUPPORT)
TEMASEK POLYTECHNIC | Nov 2019 - Present

NITEC (INFO COMMUNICATIONS TECHNOLOGY)
ITE COLLEGE CENTRAL | April 2011 - April 2013

CERTIFICATIONS

CERTIFICATE OF COMPETENCY IN CYBER SECURITY (NETWORK, INTERNET & FORENSICS)
CERTIFICATE OF MICROSOFT CERTIFIED: AZURE FUNDAMENTAL