



Govind R (Govind Ramachandran)

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Microsoft Certified Solutions Expert (MCSE) - G741-2701

Microsoft Azure Administrator Associate # H583-5386

ITIL® Foundation Certified # GR750498412GR



OBJECTIVE: To be associated with progressive organization that gives me scope to apply my educational and professional skills and provides me with advancement opportunity and knowledge empowerment.

SUMMARY

- Currently Working @ **UST Global** as **Systems Engineer**.
- Professional with **5+ Years** of Experience in **IMS, CIS and Digital Marketing**.
- Certified in **MCP, MCSA & Microsoft Certified Solutions Expert (MCSE) # 15634946**
- Certified in **ITIL® Foundation in IT Service Management # GR750498412GR**
- Certified in **Microsoft Azure Administrator Associate # H583-5386**
- Certified in **VMWare VSP & VTSP Foundation Certification**
- Exceptional knowledge in Win 2008/2012/2016 Servers, Win 7/8/8.1/10 Clients.
- Excellent knowledge of Active Directory, WSUS, Antivirus, Backup, Networking, Office 365 & G Suite.
- Experience in supporting Enterprise-level clients with their PC support needs. Excellent knowledge in NOC Support. Excellent in following SOP guidelines and working with team for effective support.
- Much eager to learn new technologies, methodologies and willing to learn new things that improves the existing technology. Able to provide timely customer support with high quality.

TECHNICAL SKILLS

- Platforms : Windows 10,8,8.1,7, Windows Server 2012, 2016
- Certifications : MCP, MCSA & Microsoft Certified Solutions Expert (MCSE)# 15634946
Microsoft Azure Fundamentals & Administrator Associate # H583-5386
Google Cloud Certified Professional Cloud Architect # WWwnVY
Adobe Certified Associate in Adobe Photoshop CS5# m8Vz-DTQ2
Advanced Diploma in IT Infrastructure and Network Engineering# 33043
- Miscellaneous Tools : MS Office, Excel, PowerPoint, Team Viewer, Office 365, G Suite
- Courses : LINUX Administration, VMWARE Workstation, CISCO Network Administration

EMPLOYMENT SCAN

1. From February 2020 – Till Date – UST Global, Trivandrum, India [0 Years, 11 Months]

Key Projects Handled:

Total Projects	: 1 Project	12th February'20 – Till Date
Clients	: Provident	
Team	: Command Centre	
Designation & Role	: Systems Engineer/Infrastructure Monitoring Analyst	
Tools Used	: SCCM, Windows Server, Service Now (TT), BMC Remedyforce (TT), SCOM (MT), SquaredUp (MT), VRops (MT), ScienceLogic (MT), Splunk (MT), Uptrends (MT), Databases - (CNFS & LNFS) (MT), Biztalk (MT), IBM Tivoli (MT), Spotlight (MT), Solarwinds (MT), Avaya & Genesys (TM), Pivotal (MT), Azure Portal (MT), Windows Server	
Monitored Services	: Server and Network Monitoring, Database, Application and Telephone Monitoring	

Roles and Responsibilities

- ☞ Carrying Out Daily Checks & Monitoring 24/7 Emails and Consoles
- ☞ Creating tickets according to the priority and assigning to the right team.
- ☞ Done Monitoring and managing of network, bandwidth and servers using Network monitoring applications.
- ☞ Monitoring through monitoring tools and reporting the onsite team as well our 2nd level team.

2. From September 2018 – July 2019 – SC Soft Technologies (P) Ltd, Trivandrum, India [0 Years, 10 Months]

Key Projects Handled:

Total Projects	: 6 Projects	12th September'18 – 9th July'19
Clients	: AWR/Resilion/SCSoft/Sibergen/Linux Team	
Designation	: Support Engineer	
Tools Used	: Manage Engine Service Desk Plus (TT), Solar Winds NPM (MT), AKCP Temperature Sensor (MT), OEM Cc 12c (MT), BIG-IP LTM (MT), McAfee NSM (MT), Citrix Farm (MT), MS Office, Symantec Backup, Exec System Recovery (BS), MS Excel, Windows Server	
Monitored Services	: Server and Network Monitoring, Website Monitoring, Application Monitoring, Backup Monitoring and Antivirus Console Monitoring	

Roles and Responsibilities

- ☞ Carrying Out Daily Checks & Monitoring OEM Console and NPM Tool
- ☞ Checking McAfee and Sending Daily reports & Followed well established guidelines and SOP.
- ☞ Done Monitoring and managing of network, bandwidth and servers using Network monitoring applications.
- ☞ Handling incidents and requests through ticketing tools and supported the Service Desk team as a reliable PoC.
- ☞ Backend Server Monitoring through monitoring tools and reporting the onsite team.

3. From February 2015 - August 2018 & From July 2019 – February 2020 – Freelancer: - Techies Online, Trivandrum, India [4 Years, 1 Months]

Key Projects Handled:

Total Projects	: 4 Projects	12th February'15 – 31st August'18 & 12th July 19 – 11th February'20
Projects	: Tech Support/Digitalz/TechTrendz	
Role	: Freelance Technical Analyst/ Office 365 & G Suite Administrator	
Tools Used	: Team Viewer, Event Viewer, Team Viewer, RDS, Office365, G Suite, Skype, Windows Server	

Roles and Responsibilities

- ☞ Perform Identity and access management activities.
- ☞ Provide Remote Desktop support for customers who are reaching out for support.
- ☞ Configuration and resetting the network access accounts whenever required.
- ☞ Act as helpdesk and receive calls from users and provided proactive support.
- ☞ Promote Websites and Engage People, Also Sell Products Online and Earn Commissions.
- ☞ Had done troubleshooting application and installations through remote support tools.
- ☞ Performed access and account support for internal applications and systems, network shares, and email access. Perform AD account creation, Management and email and telephonic support.
- ☞ Had expertise in tenancy configuration/federation & email migration in G-Suite/O365 environments.
- ☞ Using Social Media tools like YouTube channels, Facebook pages and groups to create content and promote.

ACADEMIC PROFILE

- ☞ BA with an aggregate of Approximate 6.00 GPA with First Class in English and Communicative English from Muslim Association College of Arts and Science affiliated to Kerala University in January 2019
- ☞ Class XII with an aggregate of 62% from SNV HSS affiliated to HSC Board, Kerala in 2013
- ☞ Class X with an aggregate of 66% from Darsana EMHSS affiliated to State Board, Kerala in 2011

EXTRA CURRICULAR ACHIEVEMENTS

- ☞ Provided Technical Assistance For the Film Festival Conducted in our College in 2017
- ☞ Provided Technical Support for the Seminar on Personality Development Conducted in our College in 2017

PERSONAL DOSSIER

☞ Date of Birth : 31st July, 1995.
☞ Current Address : Govinda, Kalliyode, Panavoor PO, Nedumangad, Trivandrum - 695568
☞ Linguistic Abilities : English and Malayalam
☞ Sex/ Marital Status : Male/Single
☞ Nationality : Indian
☞ Passport ID/Name : P3398269/ Govind Ramachandran
☞ Hobbies : Playing Chess and Internet Browsing.
☞ References : Available upon request