



## Govind R ( Govind Ramachandran )

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Microsoft Certified Solutions Expert (MCSE)- G741-2701

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**
- ☞ 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  
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, 10 Months]

##### Key Projects Handled:

12<sup>th</sup> February'20 - Till Date

- Total Projects** : 1 Project
- 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)
- 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 2<sup>nd</sup> level team.

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

### Key Projects Handled:

<b>Total Projects</b>	<b>: 6 Projects</b>	<b>12<sup>th</sup> September'18 – 9<sup>th</sup> July'19</b>
<b>Clients</b>	<b>: AWR/Resilion/SCSoft/Sibergen/Linux Team</b>	
<b>Designation</b>	<b>: Support Engineer</b>	
<b>Tools Used</b>	<b>: 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</b>	
<b>Monitored Services</b>	<b>: Server and Network Monitoring, Website Monitoring, Application Monitoring, Backup Monitoring and Antivirus Console Monitoring</b>	

### ***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:

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

### ***Roles and Responsibilities***

- ☞ 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.
- ☞ 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**

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- ☞ 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**

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- ☞ 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**

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- ☞ Date of Birth : 31<sup>st</sup> 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