



Govind R (Govind Ramachandran)

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10x Microsoft & Azure Certified Expert # 15634946

ITIL® v3&4 Foundation Certified # 9980084891779985



OBJECTIVE: Seeking a position of a Specialist-level role to expand my career in a high-level professional environment with my 4 years of learnings into use to help the business meet strategic and operational goals by identifying opportunities to deploy new technology. Possess expertise in Azure, Windows and more, superior technical aptitude, and proven ability to manage complex tasks.

SUMMARY

- **4x World Record Holder** in [WBR](#) ; [WRC](#) ; [IBR](#) & [ABR](#) for taking Maximum **Certifications & Course Completions**.
- Professional with around **4+ years** of experience in **IMS and CIS**.
- Experience as a Freelancer for **4+ years** in **CIS, IMS and Digital Marketing**.
- Certified in **MDAA & Microsoft 365: Enterprise Administrator Expert # H941-8723**
- Certified in **MAAA & Microsoft Azure Solutions Architect Expert # H899-0138**
- Certified in **MCP, MCSA & Microsoft Certified Solutions Expert (MCSE) # 15634946**
- Certified in **ITIL® v3&4 Foundation in IT Service Management # 9980084891779985**
- Certified in **IBM Enterprise Design Thinking Practitioner & Co-Creator**
- Exceptional knowledge in Win 2008/2012/2016/2019 Servers, Win 7/8/8.1/10/11 Clients & Azure.
- Exceptional knowledge in SCCM, Azure and Windows Patching and Exposure to Azure Virtual Desktop.
- 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

- **Certifications** : Microsoft Azure and Microsoft 365 Fundamentals
Lean Six Sigma White Belt # izHkwY2Ysb
Six Sigma White Belt # IuAqvWlp3b
Google Cloud Certified Professional Cloud Architect # WWwnVY
Adobe Certified Associate in Adobe Photoshop CS5 # m8Vz-DTQ2
VMWare VSP & VTSP, G Suite Administrator Fundamentals # 7UKRTJPR7AML
Introduction to IBM Cloud # 2a40c16f7be54a9a82ba272456d77048
- **Miscellaneous Tools** : MS Office, Excel, PowerPoint, Team Viewer, Office 365, G Suite

ACADEMIC PROFILE

- **Courses:** LINUX Administration, VMWARE Workstation, CISCO Network Administration
- Advanced Diploma in IT Infrastructure and Network Engineering # 33043
- 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 in Computer Science 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.

1. From February 2020 – June 2023 – UST, Trivandrum, India [3 Years, 5 Months]

Key Projects Handled:

Total Projects	: 2 Projects	12th February'20 – 16th June'23
Project 2	: Ferguson	3rd May'21 – 16th June'23
Vertical	: US/Manufacturing	
Team	: Infrastructure Management Support	
Designation & Role	: Associate II - CIS / Windows & Azure Infrastructure L2/L3 Support Specialist	
Tools Used	: SCOM, SCCM, AD, Windows Server, Azure, Azure Virtual Desktop, Service Now (TT), VMWare, xMatters, Vcenter, SailPoint, Attunity, IBM Cognos Administration, Manage Engine, Infoblox, Power BI, Veritas NetBackup, Warehouse Management System, GitHub Firewall, DUO, Mobile Device Management, Oracle Cloud, Ops Center, SolarWinds, Geotab, Billtrust, Inspyrus, IBM Infosphere DataStage and Quality Stage - BI Dashboard (MT), SiteScope (MT), SailPoint, Attunity, Xactly, Varicent, Rescue and GoToAssist, Mercury Gate, Aspire, Data Dog	
Supported Services	: Server, Network, Database, Application and URL Monitoring & Troubleshooting	

Roles and Responsibilities

- ☞ Raise/Work & Close/Resole L2/L3 Incidents and Requests within agreed SLA.
- ☞ Azure, vSphere, DUO, DocuSign, Veritas NetBackup Admin Console Administration and Management.
- ☞ Work and Create Service, User Accounts and other requests within agreed SLA and share it with the user.
- ☞ Provide first and second level of support for all infrastructure and application incidents by meeting the Response and Resolution SLA. Troubleshoot failed SCCM deployments and SCCM health issues.
- ☞ Does Patching, Compliance check and update of software's and troubleshooting inside servers and vm's.
- ☞ Resolve incidents and SRs within agreed timelines. Execute change tasks for infrastructure.
- ☞ Implementing ITIL Framework best practices actions on Incident, Problem, Change, Event and Service Management.
- ☞ Proactive alerting and notifying stake holders during critical incidents and escalations. Provide appropriate inputs to stake holders during Major incidents. Contributing towards ensuring IT uptime, and documentation.
- ☞ Escalating and reporting to the onsite team via on call and email.
- ☞ Preparation / Updating of Technical Documentation / SOPs with latest process.
- ☞ Finding and Recommending Technical Automation For Improving the processes and procedures.

Project 1	: Provident	12th February'20 – 2nd May'21
Vertical	: UK/Finance	
Team	: Command Centre	
Designation & Role	: Systems Engineer/Infrastructure Windows Support Analyst	
Tools Used	: SCCM, Windows Server, Salesforce Remedy force (TT), SCOM (MT), Squared Up (MT), VRops (MT), ScienceLogic (MT), Splunk (MT). Uptrends (MT), Biztalk (MT), Databases - (CNFS & LNFS) (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

- ☞ Raise L1/L2/L3 Incidents and service requests within agreed SLA.
- ☞ Close/Resole L1/L2 tickets or If required escalate to respective tower.
- ☞ Follow up on tickets based on agreed timelines manage ticket backlogs/last activity as per defined process.
- ☞ Repetitive alert analysis for finding high ticket generating CIS. Adhere to ITIL best practices.
- ☞ Escalate within organization/customer peer in case of resolution delay.
- ☞ Understand OLA between delivery layers (L1 L2 L3 etc) adhere to OLA route the tickets to relevant queue initiate intimation respective teams/customer based on defiled process.
- ☞ Carrying Out Daily Checks & Monitoring 24/7 Emails and Consoles.
- ☞ Done Monitoring and managing of network, bandwidth and servers using Network monitoring applications.
- ☞ Monitoring through monitoring tools and reporting to the onsite team via on call and email.

2. From September 2018 – July 2019 – SC Soft, Trivandrum, India [0 Years, 10 Months]

Key Projects Handled:

Total Projects	: 6 Projects	12th September'18 – 9th July'19
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Clients : AWR/Resilion/SC Soft/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.
- ☞ AD Account Creation and Managing of Accounts of Client's customers & employees.
- ☞ 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, AnyDesk, 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.
- ☞ Monitoring and managing of network, bandwidth and servers using Network monitoring applications.
- ☞ 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.
- ☞ Establishes and maintains good working relationships with all IAM customers.

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