



## Govind R (Govind Ramachandran)

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10x Microsoft & Azure Certified Expert # 15634946

ITIL® v3&4 Foundation Certified # 9980084891779985



**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 as Associate II – Cloud Infrastructure Services
- Record Holder in [World](#) ; [India](#) & [Asia](#) Book of Records for Maximum Certifications & Course Completions.
- Professional with 3.5+ years of experience in IMS and CIS.
- Experience as a Freelance 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 Lean Six Sigma White Belt # izHkwY2Ysb
- Certified in IBM Enterprise Design Thinking Practitioner & Co-Creator
- Certified in VMWare VSP & VTSP Foundation Certification
- Exceptional knowledge in Win 2008/2012/2016 Servers, Win 7/8/8.1/10 Clients.
- 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

- Platforms : Windows 11,10,8,8.1,7, Windows Server 2012, 2016, 2019, Azure, Virtual Desktop
- Certifications : MDAA & Microsoft 365 Certified: Enterprise Administrator Expert # H941-8723  
MAAA & Microsoft Azure Solutions Architect Expert # H899-0138  
Microsoft Certified: Azure Virtual Desktop Specialty # H892-9873  
MCP, MCSA & Microsoft Certified Solutions Expert (MCSE) # 15634946  
ITIL® Foundation in IT Service Management # GR750498412GR  
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  
Advanced Diploma in IT Infrastructure and Network Engineering # 33043  
G Suite Administrator Fundamentals # 7UKRTJPR7AML  
Introduction to IBM Cloud # 2a40c16f7be54a9a82ba272456d77048
- Miscellaneous Tools : MS Office, Excel, PowerPoint, Team Viewer, Office 365, G Suite
- Courses : LINUX Administration, VMWARE Workstation, CISCO Network Administration

## 1. From February 2020 – Till Date – UST, Trivandrum, India [ 2 Years, 7 Months]

### Key Projects Handled:

<b>Total Projects</b>	<b>: 2 Projects</b>	<b>12<sup>th</sup> February'20 – Till Date</b>
<b>Project 2</b>	<b>: Ferguson</b>	<b>3<sup>rd</sup> May'21 – Till Date</b>
<b>Vertical</b>	<b>: US/Manufacturing</b>	
<b>Team</b>	<b>: Infrastructure Management Support</b>	
<b>Designation &amp; Role</b>	<b>: Associate II - CIS / Windows &amp; Azure Infrastructure L2/L3 Support Specialist</b>	
<b>Tools Used</b>	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, Resuce and GoToAssist, MercuryGate, Aspire, DataDog	
<b>Supported Services</b>	: 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, 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 / Updation of Technical Documentation / SOPs with latest process.
- ☞ Finding and Recommending Technical Automation For Improving the processes and procedures.

<b>Project 1</b>	<b>: Provident</b>	<b>12<sup>th</sup> February'20 – 2<sup>nd</sup> May'21</b>
<b>Vertical</b>	<b>: UK/Finance</b>	
<b>Team</b>	<b>: Command Centre</b>	
<b>Designation &amp; Role</b>	<b>: Systems Engineer/Infrastructure Windows Support Analyst</b>	
<b>Tools Used</b>	SCCM, Windows Server, Salesforce Remedyforce (TT), SCOM (MT), SquaredUp (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	
<b>Monitored Services</b>	: 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 deified 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:

<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>	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                      **12<sup>th</sup> February'15 - 31<sup>st</sup> August'18 & 12<sup>th</sup> July 19 - 11<sup>th</sup> 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.

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**COURSE PROJECT**

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**Project Title: BEING A SLAVE MOTHER:**

**"A CRITICAL READING OF TONI MORRISON'S "BELOVED" Since May'17**

**Role** : Team Leader  
**Tools Used** : MS Office, Grammarly

***Project Description***

This project titled (BEING A SLAVE MOTHER: A CRITICAL READING OF TONI MORRISON'S "BELOVED"), is a study of the story of a woman slave, Sethe and her life after she escaped from slavery. The project analyses how she tries to save her children from slavery and in the process, is compelled to murder one among them. It discusses in detail the miseries and hardships of slaves and how slavery affected women in particular.

***Highlights***

- ☞ Proofread the project and also conducted research on the history and evolution of slavery.
- ☞ Acted as a lead in setting up of the project and performed complete editing processes.
- ☞ As the team leader of my group, I coordinated the members and encouraged them to finish the work on time.

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**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 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.

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**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

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### 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