JACKSON PAUL J

EXECUTIVE SYSTEM ENGINEER

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About Me

System & Network Engineer with over 2 years of experience in network design, Office 365 administration, and systems management. Skilled in technical support, network operations, and maintaining high-uptime data centers. Proficient in hardware and software installations, threat resolution using Sophos and CoSoSys, and MDM deployment with ManageEngine. Experienced in migrating systems from on-premises AD to Azure AD and managing an inventory of over 3,500 assets. Adept at optimizing network devices and providing advanced support. Seeking to leverage expertise to contribute to a dynamic organization's success.

Experience

June 2023 – Present

Executive Engineer

Xebia - xebia.com

- **System and Infrastructure Management:** Efficiently oversee and monitor all systems and infrastructure, ensuring optimal performance and reliability.
- **Threat Resolution and Endpoint Management:** Expertly identify and resolve threats using Sophos Endpoint and CoSoSys, keeping user machines updated and resilient against impacts.
- **Mobile Device Management (MDM):** Successfully deploy and manage MDM profiles with ManageEngine, and troubleshoot non-compliant systems to ensure seamless integration with the central endpoint server.
- **Installation and Maintenance:** Skillfully install, configure, test, and maintain operating systems and application software, guaranteeing seamless integration and uninterrupted operation.
- **System Availability and Data Center Management:** Ensure the highest levels of system, infrastructure, and data center availability, contributing to robust and uninterrupted operations.
- **Asset Management:** Maintain a comprehensive inventory of over 3,500 assets (laptops), ensuring timely asset availability for users and meticulous inventory management.
- **Hardware Management:** Efficiently install new hardware components and update existing peripherals to meet the evolving needs of the organization.
- **Network Monitoring and Support:** Proactively monitor network usage, provide advanced Level 2 network support, and coordinate with ISP vendors to resolve network issues swiftly.
- **Network Device Management:** Manage and optimize switches, access points, and other network devices, ensuring network efficiency, security, and reliability.
- **User Support:** Deliver exceptional user support by addressing and resolving hardware and software issues promptly, ensuring minimal disruption to operations.
- **Active Directory Migration:** Successfully migrated over 500 machines from local on-premises Active Directory (AD) to Azure AD, enhancing system integration and cloud capabilities.
- **DHCP Management:** Efficiently managed local on-premises AD and DHCP, reserving addresses and ensuring reliable network services.

- **Office 365 Administration:** Expertly administer and support Office 365 environments, including creating email IDs for new employees, allocating licenses, managing the user directory, and ensuring seamless integration across platforms. Proficient in Office 365 Admin, Exchange Admin, and Teams and Collaboration Admin consoles.
- **Network and System Administration:** Maintain and administer computer networks and related computing environments to ensure optimal performance and reliability.
- **Technical Issue Resolution:** Efficiently resolve technical issues with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems, minimizing downtime and enhancing productivity.
- **Server Management:** Manage file servers and printer servers, ensuring seamless and uninterrupted operation.
- **Asset Management:** Oversee hardware and software assets to optimize performance and efficiency, including installations, configurations, updates, and replacements.
- **Azure Cloud Management:** Manage and monitor Azure cloud services to ensure high availability, security, and performance of cloud resources.
- **Remote Troubleshooting:** Conduct remote troubleshooting to address and resolve system concerns promptly, ensuring minimal disruption to end-users.
- **Network Implementation:** Implement and maintain UniFi network systems, enhancing network reliability and performance.
- **Firewall and Security Management:** Work with Fortigate firewalls to implement new policies and VPNs for remote office connectivity, ensuring secure and reliable access.
- **Vendor Collaboration:** Collaborate with vendors, including Cisco and D-Link, to manage and maintain network infrastructure effectively.
- **Documentation and Reporting:** Maintain detailed documentation of network configurations, policies, and procedures. Report incidents and assist senior staff in mitigating issues, providing regular reports on system performance and incidents

Certifications

1. **Cyber Hygiene Practitioner:** ISEA & Ministry of Electronics & Information Technology, Government of India
2. **Cybersecurity Associate**: Fortinet
3. **Network Security Expert NSE2 L2:** Fortinet
4. **Cybersecurity Asset Management (CSAM):** Qualys
5. **API Security Architect:** API Academy
6. **Azure Fundamentals (AZ-900):** Microsoft
7. **Oracle Cloud Infrastructure Foundations Associate**: Oracle
8. **MDSA (Master Diploma in System Administration)** - CSC
9. **ISO 27001 Clauses & Controls** - WIN

Tools and Software

1. **Firewalls**: Fortigate, Sophos
2. **Network Management:** Observium, UniFi Controller, Omada
3. **Endpoint Security:** Sophos, Trillex, McAfee, CosoSys
4. **Mobile Device Management (MDM):** ManageEngine
5. **Admin Consoles:** Office 365, Exchange Admin, Teams Admin, G-Suite Workspace, Zoho Admin Console
6. **Operating Systems:** Windows 11, Windows 10, Server 2019, Server 2022, Mac OS 11+
7. **Asset Management:** ManageEngine Asset Explorer, SnipeIT
8. **Virtualization:** VMware ESXi

I declare that the information provided is accurate and complete. I am committed to bringing my skills and professionalism to your organization.