**Objective:**  
Highly analytical, multifaceted, and innovative IT professional, offering more than 15 years of experience in information technology field encompassing customer application support (Microsoft .NET Technology) on migration, build, configuration and deployment, implementation, validation, and planned web application production maintenance and technical support (End User Computing Services Support) on software, hardware, network installation, troubleshooting and planned system maintenance.   
Adept at designing and developing systems, networks, software, and hardware, combined with expertise in analyzing and recommending standard process improvements  
Equipped with proven ability to effectively direct technical teams, technology departments, and technical projects toward attainment of common goals and objectives  
Skilled at providing prompt response to user service requests, as well as resolving complex system problems   
Recognized for keen expertise in all facets of software development life cycle  
Highly capable of handling multiple priorities within fast-paced environments, while ensuring uncompromised quality of work and performance  
Known for exceptional dedication in delivering quality service and operational excellence through people skills and collaboration with team members at all levels  
Equipped with comprehensive understanding of source control management concepts such as Team Foundation Server (TFS) branching, merging, labeling, publishing, and integration  
Articulate communicator; bilingual in English and Malayalam   
  
**Experience:**  
UST Global € Various Locations   
New York, NY, USA Nov 2015–Present  
Carry out several duties including generating reports for business decision, overseeing daily operations process, providing solution to end-user applications and device problems, and troubleshooting issues for IT infrastructure services and applications  
Utilize various scripting languages in developing scripts for the automation of manual tasks   
Perform configuration and support to end-user applications, encryption software, Antivirus, IBM BigFix, health and finance applications, OnGuard, Doc Central, and SAP  
Oversee daily end-user computing administration, which involves management of internal network, end-user applications, ePolicy Orchestrator, antivirus, VPN, Microsoft Active Directory, and system image backups   
Administer and configure Microsoft Intune application with core features on Mobile Device Management (MDM) and Mobile Application Management (MAM) in mobile devices  
Collaborate with the Client Technical Team for the development of standards and best practices necessary for internal infrastructure management such as network, access rights, desktops, servers, and internal applications  
Efficiently handle the preparation and execution of required resources for upgrading and decommissioning servers, switches, end user computing applications, and devices  
  
H & R Block/UST Global € Various Locations  
Kansas City, MO, USA Sep 2012–Oct 2015  
Effectively used continuous integration tool such as Jenkins to ensure the maintenance build scripts to automate builds  
Held responsibility for all aspects of the software configuration management process which involved code compilation, packaging, deployment, release methodology, and application configurations  
Exemplified hands-on experience in source control management concepts, encompassing team foundation server (TFS) branching, merging, labeling, publishing, and troubleshooting the build in case of failures  
Demonstrated industry expertise of configuring web server applications through installation of web server Internet Information Server (IIS) versions 7.5 or 10.0 and development of necessary application pools   
Administered various virtual directories in web servers for the production and non-production environments   
Led the execution of application releases DB scripts through effective utilization of batch scripts for respective database environment as well as release code deployment in various production and non-production environments  
Oversaw the development of Power Shell Script to identify peak usage of applications in servers and monitor overall health status report of running applications in production and non-production servers  
Presided over concrete smoke test for the deployment process in all production and non-production environments  
Displayed comprehensive knowledge of systems development life cycle (SDLC), as well as proficiency through Windows Power Shell, Batch Scripts and VB Scripts in supporting deployments for various applications releases   
  
UST Global, Technopark Campus, Thiruvananthapuram, KL, India Apr 2010–Aug 2012  
Delivered hands-on support to the customization of internal project-related applications and infrastructure  
Effectively utilized complex problem-solving skills and applied practical experience of Windows server and web server IIS   
Efficiently handled batch scripts to acquire necessary backups needed for respective Tax Cut Online (TCX) applications within production and non-production servers   
Operated more than 100 servers in production and non-production environments  
Performed smoke test of the respective application in production servers while monitoring production server’s alerts   
Directed the deployment of tax cut online (TCX) daily build development server through Automated Build Studio Tool (ABS Tool)  
Initiated states releases code migrations to TCX development, quality assurance, TCX demonstration, and production staging  
Maintained involvement with various application code deployments for non-production and production environments using deployment tools  
Installed web server IIS versions 7.5 or 10.0, developed necessary application pools, directed necessary virtual directories in web servers for the configuration of web server applications   
  
UST Global, Technopark Campus, Thiruvananthapuram, KL, India Jan 2008–Mar 2010  
Contributed to the process of Tax Cut Online (TCX) application code deployments to non-production environments   
Developed and ensured the maintenance of technical documentations and procedures for various application release processes and application configuration in compliance with audit requirements and industry best practices  
Took charge of troubleshooting Windows services/web application issues in non-production environments and resolving them in a timely manner  
Effectively utilized IIS 7.5 or 10.0 web servers for IIS configuration and management   
Guaranteed maintenance of mistakes tracker updated with necessary solution to keenly monitor process changes in respective non- production environments  
Executed states releases code migrations and deployments for Tax Cut Online (TCX) development, quality assurance and state environment  
Assumed full accountability for the preparation of release migration tracker in both different environments  
  
Earlier Positions Held:   
  
UST Global, Technopark Campus, Thiruvananthapuram, KL, India  
Received Technology Certificate from Princess Cruises Account by exemplifying prompt response on the laptop setting issues   
  
**Education:**  
Bachelor of Commerce in General Business  
Kerala University, Thiruvananthapuram, KL, India  
  
Pre-Degree in Commerce  
Kerala University, Thiruvananthapuram, KL, India   
  
**Skills:**  
Application Support Areas  
Web Application Migration, Build and Deployment, Configuration, Implementation and Planned Maintenance (Microsoft .NET Technology)  
Build and Change Release Management   
Automation of Web Applications Migration, Build and Deployment   
Database Management  
Training and Development  
  
Technical Support Areas  
System and Network Administration  
Technical Support (End User Computing Services Support)  
System Imaging and Build  
Planned System Maintenance, Troubleshooting Software and Hardware and network installation  
  
General Areas  
Cross Functional Collaboration and Trainings  
Regulatory Compliance   
  
**Additional Information:**  
Awards  
  
UST Global Certificate of Recognition: 2018  
UST Global Certificate of Appreciation: Execution Mindset, Banking and Financial Services (Quarter 1 and Quarter 2; 2013; 2016 and 2017)  
UST Global Certificate of Appreciation: H & R Block (Quarter 2; 2010)