

Soundara Rajan

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Objective

To utilize my technical and management skills for achieving the target and developing the best performance in your organization. I would like to implement to innovative ideas, skills, and creativity for accomplishing the tasks.

Skills

Network Administration, Firewall, DHCP, DNS, VPN.

Windows Server, Linux, Mac, Operating System

Microsoft Office 365, Microsoft Exchange, Microsoft Azure directory, AWS, windows server active directory, Cisco

Citrix, IBM Domino, VMware, vSphere, Oracle PL/SQL

System Monitoring, Hardware, Software, Backup

Cyber Security, Antivirus

Call center, PBX System, SMS service, SCCM

Service Delivery, Communication, Problem Solving

Leadership, People Management, Project Management

ITIL, Incident Management, Configuration, Vendor Management, Asset Management

Education

2004-04 - 2007-04 **MCA : Computer Application** - Bharathidasan University - Tamilnadu, India

2001-04 - 2003-04 **BCA : Computer Application** – Bharathidasan University - Tamilnadu, India

Certification

Microsoft Certified Solution Associate Office 365

Microsoft Certified Professional Office 365

Microsoft Specialist Azure Infrastructure Solution

Microsoft Certified Technology Specialist for Messaging

Microsoft Certified Technology Specialist for Messaging, Lync Server

Microsoft Certified Advanced Design and Deployment

Fortinet NSE1 Network Security Associate

Fortinet NSE2 Network Security Associate

Trend Micro Hybrid Cloud Security

SonicWall CSSA to SNSA Bridge Course Modules

Fortinet The Evolution of Cybersecurity

Fortinet Information Security Awareness

Work History

2012-12 – Current **Sr. IT Infrastructure Engineer – Aptec an Ingram Micro company, Riyadh**

- Plan, Design, Implemented IT Network Infrastructure in office and fulfillment center
- Responsible for managing overall IT Day to day operations, to improve infrastructure performance, and end user satisfaction
- Installing and setup IT systems, configuring, monitoring, maintaining computer hardware, operating systems, applications, network
- Responsible for Firewall, LAN/WAN (DNS, DHCP) administration
- Implemented VOIP, PBX telephony system and administration
- Implemented call center system and administration
- Performed Migration of G suite to office 365
- Responsible Microsoft Office 365 Global administration
- Responsible Cloud data center
- Providing Technical support office and fulfillment users.
- Protect business network against attacks from outside sources
- Developing and maintain IT policies and practices
- Managing and deliverables IT internal project
- Assist in planning operational expense budgets for IT Dept
- Set up, configure, administration for fulfillment devices
- Managing IT vendors through deliverables and effective communication
- Managing all IT documentation appropriately
- Managing CCTV system management

- Performing regular health checks of all IT equipment across the organization
- Purchase hardware software and telecommunication with effective negotiation.
- Responsible for IT Assets Management.
- Established positive and effective communication among unit staff and organization leadership, reducing miscommunications and missed deadlines
- Managed on boarding and off boarding of employees
- Responsible for IBM Email server v9.0.1 administration
- Performed Replication, Mail Routing, Cluster, Fail over, Security policy and DB ACL
- Performed creating new email address, Distribution group, rename and deletion.
- Handling windows server 2008 / 2012
- Performed creating Domain User Accounts, Providing access as per different policies & Security level permissions to users
- Installing and Managing VMware vSphere ESXi Hypervisor
- vSphere 6.0, VMware administering server Build, maintain and troubleshoot
- Configuring Group policies, creating Organizational Unit (OU) & applying GPO on
- Managing windows server shared folder file access permission
- Setup new showroom Network connectivity
- Deployment rolling out POS in store environment, both hardware and software
- Testing, evaluating & supporting the roll-out of new applications & technologies
Install, configure computer hardware operating system and Printer, AS400, Email lotus notes
- Using Veeam backup and replication solution server backup
- Troubleshooting system and service issues
- Delivered 2 and 3 level support for problem identification, diagnosis, and issue resolution
- ITIL environment, receiving user query by phone, email, and ticketing tools
- Installed important security and functionality patches to maintain optimal protections against intrusion and system reliability
- Oversaw IT activities to laptops, tablets, and PDAs for corporate users
- Performed 2nd level citrix admin support
- Supporting day to day activities windows server active directory,
- Increased Citrix server load balance, maintain existing application and implement publishing new application
- Improved server performance
- Handling and troubleshoot IMA, LHC, Access gateway, data store and data collector

2010-04 – 2011-04

System Administrator – Mindlance, Bangalore

- Responsible for windows server 2003/AD directory/citrix presentation server 4.5 and IBM domino email server 8.5.0
- Create user accounts, groups and assigning appropriate permissions for each one
- Install, manage Symantec end point protection 12
- DNS, DHCP installation configuration
- Install and configure TNT various software, application, and network printers
- Office and warehouse IT Network setup, Hardware software installation and connectivity
- Troubleshoot support to desktops/laptops and networking environment
- Install and configure antivirus packages
- Using sccm 2007 remote control, patch management, operating system deployment, network protection
- Handle warehouse devices technology scale, scanner configuration and troubleshoot
- Handling AMC vendor for the requirement process
- Responsible for Service Desk Team lead
- Coordinating with regional IT team for all incident, problem resolution
- Handles outsource service Desk engineers
- Ability to convert technical solutions in clear and concise manner
- Undertaking analysis, diagnosis, and resolution of client problems via phone, e-mail & face to face contact
- Quickly responding to customer inquiries and concerns
- Escalating unresolved problems to UK Atherstone support team
- Taking ownership of problems and tracking them to successful conclusion
- Raising & maintain incident tickets and problem records
- Continuously reviewing performance against Service Level Agreements
- Responded instantly to help desk tickets and coordinated solutions
- Analyzing call logs to spot trends and underlying issues
- Producing documentation and reports to high standard

2008-06 – 2010-03

IT Support Engineer– Integrated Enterprisess India Ltd Mumbai

- Performed IT support to end users across the controlling offices and branch offices
- Performed Oracle DB, Pls/sql data, insert, updating, deletion and maintain the query sql database
- Established system administration,
- Performed Installation hardware, software

- Handled IT assets
- Responsible Coordination with AMC contract
- Responded to queries on phone, via email or through IT ticketing system.
- Set up and maintained Oracle servers.

PERSONAL DETAILS

Gender: Male

Nationality: India

Iqama Status: Residence (Transferable)

Residence Location: Riyadh, Saudi Arabia Marital

Status: Married

Project Rollout

Mindlance India private Ltd:

- Successfully Implementation of Service Now Help Desk ticketing tools and trained all the employee in the organization
- Successfully implement mobile scanning system across warehouses

Ingram Micro:

- Implemented Virtual Infrastructure (Migrated Physical Infrastructure to Virtual Infrastructure)
- Implemented SAN Storage in different vendors products (HPE, EMC, Nimble)
- Implemented Backup for different vendors products.(Veritas, Veeam, Actifio)
- Implemented AD migration on Microsoft Servers (Win2k12 to Win2k16)
- Implemented Cisco Unified communications (Cisco CUCM)
- Implemented Citrix Servers
- Implemented WDS,SCCM
- Implemented AXIS 64 TB Camera system in warehouse
- Implemented SEPM

REFERENCE

1. Mr. Sudarshan, IT Manager, **Aptec an Ingram Micro, Ph.: +966 500283579**