ARJUN.E

CONTACT

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SKILLS

- Cisco Firewall & Switches
- MDM
- Microsoft Entra Admin
- MO365 Azure
- Endpoint Security & Management
- CRM
- Antivirus & Malware Protection
- Email Security Management
- Access Control & Surveillance
- ZOHO Endpoint Central
- SAP HAN B1
- Azure Administration (Azure AD)
- Microsoft Exchange Online
- OS Deployment

PROFILE

Looking for a challenging and innovative opportunity where I can utilize my knowledge, experience and potential to the maximum, and thereby contributing to drive towards the organizational goals.

Technology savvy IT professional who strives for excellence and is known as a trusted technical expert

WORK EXPERIENCE

Remidio Innovative Solutions
System Administrator   2022 - PRESENT

- Managed and maintained number of servers, workstations, and network devices to ensure maximum uptime and efficiency

- I am responsible for maintaining a large employee system by ensuring seamless operation, security, data management, performance optimization.

- Managed and configured Cisco Meraki devices, including (MX100 , MS-120 , MS-225 , MR30) configuration of layer 7 and layer 3 firewall rules, revamping of the network floor infrastructure setup, configured IDS/IPS systems to protect the organization from cyber threats,

- Implemented Cisco Email Security solution into the infrastructure, configured and managed Cisco Email Security Appliances to prevent attacks from email threats.

- Conducted successful ISO 27001 internal audits achieving ISO 27001 certification for robust information security management .

- Managed ESSL door security system and CCTV operations while leading IT procurement, ensuring robust physical security, efficient surveillance, and cost-effective technology acquisition

- Efficiently address and resolve daily IT-related issues for end-users, ensuring smooth workflow and high user satisfaction through exceptional technical support.

- Administered Mosyle MDM to streamline device deployment, ensuring secure management of iOS and macOS devices across the organization, enhancing security, app management, and remote support for a distributed workforce.

- Configured and maintained Zoho Endpoint Central, enabling centralized management of endpoints, automating patch deployments, remote troubleshooting, and ensuring compliance with IT security policies across multiple platforms , Integrated and managed Zoho CRM for streamlined customer data handling

- Administered and optimized SAP Business One and SAP HANA environments, including performance tuning, data management, and troubleshooting to support business operations, financial planning, and real-time data analytics.

EDUCATION

2014 - 2017

PVP POLYTECHNIC

- DIPLOMA (Information Science) Karnataka Department of Technical Education

CERTIFICATION

- CompTIA Network+ CCNA
- Pradhan Mantri Kaushal Vikas Yojana
- 27001 ISO Certification

2001 - 2014

- S.S.L.C Karnataka Secondary Education Examination Board

LANGUAGES

- English (Fluent)
- Kannada (Fluent)
- Hindi (Basics)
- Tamil (Intermediate)

Integrated business systems
DEC 2018- JULY 2022

System Administrator

- Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and providing support for enduser issues & requests related to systems & applications.

- Research & recommend innovative solutions and where possible implement automated approaches for system administration tasks.

- Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures.

- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.

- Handling vendors and on-site services.

- Deep knowledge of Windows and Servers , Firewalls , network architecture & network protocols

Levotel Data System LLP
JAN 2018- DEC 2018

Network support engineer

- Worked as a 'Network Support EngineerTech Support', Responsible for maintaining WLAN/LAN and Internet Services (ISP)

- Technical Support to Guest and corporate companies from all over the world, Allocate dedicated bandwidth to various corporate Companies for live telecast (like IBM, Microsoft, and Oracle) Handle responsibilities of regular maintenance of wireless network systems like periodic system testing and software upgrades. • Leads all aspects of development coordination, verification, validation, and deployment of WIFI network architecture solutions Responsible for documenting the business requirements and system design.

- Knowledge of data communication wiring (CAT5/5E/6/6E and Fiber)

Mobikwik P.V.T
JULY 2017- DEC 2017
(PART TIME)

F.O.S

- Back End support executive.

- Troubleshooting Computer component Hardware parts , and printer network connections.

- Troubleshooting LANs, WANs, and wireless networks, including routers, access Points, switches, and other hardware.

- Speaking with customers via email and phone for initial requirement capture.