

# KUSHAL KUMAR S

Assistant Manager, IT Infra, E-mail id:- kuzhi007@gmail.com, Mobile No:- 8884730061  
Address:- Basaveshwar Nagar , Bangalore, 560079.

## PROFESSIONAL OVERVIEW

Experienced Assistant Manager with over 7 years of expertise in system administration, specializing in IT infrastructure management, ManageEngine, and NAS solutions. Seeking a challenging role to leverage technical skills and contribute to organizational growth.

## WORK EXPERIENCE

### IIFL Samasta Finance Limited, Bengaluru.

#### Assistant Manager, IT Infra Team

Nov 2017–Present

- ManageEngine: Skilled in IT asset management, patch management, software deployment, Configurations management and remote control management.
- Network Attached Storage Administration: Hands-on experience as a Super Admin managing , including user management, permission mapping, access control, shared folders, storage quotas and user backup.
- IT Support & Administration: Configured systems for new users, maintained asset records, and prepared MRM and daily activity reports.
- Hardware & Software: Expertise in hardware troubleshooting, maintenance, software installation, and configuration.
- Operating Systems: Hands-on experience with Windows environments.
- System Administration: Strong skills in system administration, monitoring, and troubleshooting.

### ICT Service Management Solutions Private Limited Bengaluru

#### Inspection Technician, Testing Repair Engineer

Dec 2011 - Oct 2017

- Performed hardware troubleshooting, debugging, and testing of laptops to ensure optimal performance.
- Complete Inspection & Testing of laptop's & Xiaomi Mobile's motherboard.
- Ensured quality assurance by detecting faults, troubleshooting issues, and validating repairs before final deployment.
- Utilized diagnostic tools, test software, and board view schematics to conduct thorough checks on components, circuits, and connections.

### Hewlett-Packard Company, Bengaluru

#### Testing Repair Engineer

Sep 2011 - Nov 2011

- Assembling and disassembling motherboards for laptops, desktops, tablets, and mobile devices.
- Preparing and managing output reports, monthly reports, and weekly reports.
- Screening and repairing laptop and desktop motherboards.
- Conducting full functional testing of laptops, desktops, and tablets using appropriate testing software.
- Handling all operational issues related to debugging and testing to ensure smooth service operations.
- Performing circuit analysis using schematics and board view software.

## **TECHNICAL SKILLS**

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### ManageEngine Endpoint Central

- Hands-on experience in managing IT Asset Management, Patch Management, Software Deployment, Configuration Management and Remote Control Management.
- Skilled in handling daily software deployments, tracking hardware/software assets, deploying security patches (2nd Tuesday of every month), and ensuring endpoint compliance.
- Systems & Support: Windows OS Configuration, Software Deployment, Hardware Troubleshooting.
- Identity Management: Web-based application Cross Identity SSO, including user authentication troubleshooting, resolving login and configuration issues.
- Reporting & Documentation: MRM Data Reports, Audit Documentation, Daily IT Reports

### Network Attached Storage (NAS) Administration

- Hands-on experience as a Super Admin managing Network Attached Storage (NAS), including user account creation, permission mapping, access control, shared folder management, storage quota assignments, and data security administration.
- Experienced in backup and recovery management, performing daily backups.
- Proficient in NAS storage monitoring, firmware updates (monthly activity), and user data maintenance (daily activity).

## **Accomplishments & Awards**

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- Excellent Efforts Award — Samasta Microfinance Ltd • Jul 2018
- Best Performer — Samasta Microfinance Ltd • Jun 2019
- Best Performer — IIFL Samasta Finance Ltd • Feb 2022
- Long Service Award — IIFL Samasta Finance Ltd • Mar 2024

## **EDUCATION & CERTIFICATIONS**

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- ITI – Electronic Mechanic, Bangalore • Aug 2003–Jul 2005
- Hardware & Networking Certification (Basic) • Mar–Aug 2003
- SSLC – Karnataka State Board, Bangalore • Mar 2003

## **LANGUAGES:**

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- English, Kannada, Marathi, Hindi, Tamil, Telugu, Urdu

## **PERSONAL INTERESTS**

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- Learning new technologies and gaining knowledge
- Exploring advancements in IT infrastructure and cloud computing
- Travelling and experiencing new cultures
- Listening to music
- Reading tech blogs and industry updates