M. Vijayasaravanan

No. 11/4, sivan Kovil north mada street,
Tirunelveli, Tamilnadu- 627002.

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PROFESSIONAL SUMMARY

Dynamic cross-functional collaboration expert with 10 years experience in the IT Industry. Proven track record of streamlining processes to enhance productivity. Result Oriented, Customer Relationship Management Capabilities with a Consistency track record for the Successful System Administration.

TECHNICAL SKILLS

- **10 years of work experience out of which 6 years in the NOC Monitoring.**
- My area of expertise in the IT industry as **Technical support Engineer/ NOC support/ Data center operations/ SAP B1 consultant/ System Administrator** and **IT Analyst.**
- Good communication skills with a focus on client service.
- Have the ability to listen and communicate effectively with customers and team members.
- Proficient in handling escalated calls and providing Technical Support to end-users.
- Good experience in Co-ordination with **UK** and **US client incident management** in case of international and domestic circuit link failures and process outages.
- Handle technical escalations received from different command centers across the organization in the form of remedy incidents/ mails on outlook 2016.
- Worked on vulnerability management.
- Worked on **Nagios** and **XI**.
- Worked on internal open source monitoring tools and ticketing tools.
- Good experience in resolving issues through tickets within SLA.
- Log and review incident and access for proper severity.
- Experience in the monitoring of the **SolarWinds** product for both Network and Server/Application monitoring.
- Worked s SAP Business one consultant for SAP implementation and provided **go-live support**.
- Knowledge of **Active Directory** and **Windows Account Management**.
- Well exposure removing **antivirus** and updating OS security patches.
- Good knowledge of **drive encryption** applications.
- Troubleshooting **SCCM** software issues.
- Handling **VPN** related issues.
- Good knowledge of **mobile devices** and **functionality**.
- Setup new users, including imaging and profile configuration.
- Hardware – Hard disk Partition and formatting, Data Backups, Removing Virus.
- Specializing on the areas of System Administration and Maintenance.
- Troubleshooting and resolve MS windows, MS Office and other applications.
- Earned a 100% rating on IT Audits for Zurich Insurance Group.
- Appreciated for the system analysis, auditing and application provided by the client.
- Effectively collaborated with **cross-functional** teams.
- Involved in both proactive and reactive monitoring of technology systems within Servers, Network infrastructure, Apps, Databases and Even data centers.

- Good knowledge in remote desktop applications, help desk software and Remote assistance. Using Microsoft Teams, Skype Business Suite, TeamViewer and Anydesk.

COMPUTER SKILLS

Domain : Banking, Financial Services, Healthcare, Beverage Industry and International BPO.

- Operating Systems : Microsoft Windows, REDHAT / Linux and virtualized / physical server environments
- Monitoring Tools : Dynatrace, Servicenow, Jira, Nagios, Zabbix, Netcool, bmc Truesight, Azure Devops, Control –M, Autosys, Tidal Workload Automation, Data Center Expert 7.7.1 and VMware vSphere Web Client.
- Networking : Wireshark packet analysis
- VMware : Vsphere 4.5/ 5.0/ 5.5, VMware ESX and ESXi
- Security : McAfee 8.8, Symantec end point 12.1 and Sophos
- Proficient in MS Office (Word, Excel, PowerPoint, Outlook) and IBM Lotus Notes.
- Successfully completed the certificate of attendance **AWS** builder's online series.
- Strong verbal and personal communication.

EDUCATION

- **Bachelor of computer applications** from Alagappa University, Tamilnadu in the year of 2008. Secured 55%
- Diploma in computer technology from EICT polytechnic college, Erode dt, Board of Technical Education, Tamilnadu in the year of 2004. Secured 63%
- 12th std from St. Johns higher secondary school, Tirunelveli dt, Tamilnadu in the year of 2001. Secured 61%
- 10th std / SSLC from St. Johns higher secondary school, Tirunelveli dt, Tamilnadu in the year of 1999. Secured 77%

EMPLOYMENT TO DATE

Employer	**HCL Technologies Ltd**, at Bangalore
Designation	Senior Analyst
Client	Franklin Templeton, Legg Mason, Constellation Brands Inc. and BioMérieux
Duration	October 2019 to August 2025

Project Summary:

Franklin Templeton:
Franklin Templeton is a global investment firm that offers asset management services, including mutual funds, exchange-traded funds (ETFs), and private funds, to retail, institutional, and high-net-worth clients.

Legg Mason
Legg Mason, Inc. operates an asset management company worldwide.

Constellation Brands Inc.
Constellation Brands (NYSE: STZ) is a leading international producer and marketer of beer, wine and spirits with operations in the U.S., Mexico, New Zealand and Italy.

Windows/ VMware and NOC Monitoring Roles and Responsibilities:

- Monitoring for mission critical 24/7 systems.
- Analyzing application performance using **Dynatrace's** AI-driven insights for memory, CPU, and thread usage.
- Using Monitoring Portal and Ticketing tools such as **Dynatrace, Solarwinds, Zabbix, bmc Truesight, Servicenow, Tidal Workload Automation, Dat Center Expert 7.7.1, VMware vSphere Web Client, Nagios, Netcool** and **Wireshark**.
- Tracking **CPU and Disk utilizations**.
- Monitoring of technology systems within the scope: Servers, Network infrastructure, Apps, Databases and Even Data centers.
- Experience in monitoring, performing health checks, installing patches and upgrading hardware on the production servers.
- Monitors critical hardware details like processor health, physical/ logical drive failures, power supply rating, disk and array, memory, cpu fan speed, temperature voltage, etc. for hardware servers.
- Health check of all the servers and restarting Jboss and Apache.
- Monitored power and unwanted alarms on sites using the tool.
- Contacted and deployed field engineer to resolve hardware and software issues.
- Communicates outages and incidents to user base per established notification process.
- Responsible for handling first level troubleshooting issues for Microsoft server farm, including VMware Virtual and upgrading operating systems.
- Expert knowledge in installing, upgrading, configuring, rolling out, and supporting hardware, software, peripherals, and network devices.
- Planned and performed regular servers patching, software and hardware trying to minimize downtime.
- Resolved the issues related to servers by connecting remotely using RDP, or SSH for UNIX.
- Provided basic windows and linux system administration support.
- Overseeing network performance and capacity using Solarwinds.
- Responding to network alerts and hardware Malfunctions.
- Supported for BGP Peering both globally and locally.
- Monitored LAN and WAN network stability and traffic trends utilizing Solarwinds and Netcool.
- Monitoring the performance and capacity of network, system and security issues.
- Performed IOS upgrades on 2900 series Cisco catalyst switches using TFTP.
- Perform daily walk-through in the data center and associated spaces to check for alarms in data center equipment including: access control and security systems, servers, network equipment and any other devices installed and in operation. Notify management and the Operations Center and take appropriate steps to address the condition by calling for the appropriate support from internal and vendor sources. Ensure data center is kept clean and tidy.

Azure Devops Roles and Responsibilities:
- Reduced release time from 3 months to 1 month through improved collaboration between Dev and Ops teams.
- Managed infrastructure using Azure tools, achieving 98% uptime.
- Monitored server performance and addressed technical issues, resulting in 15% improvement in server reliability.
- Creating work items in Azure DevOps using the REST API involves sending a POST request to the Work Item Tracking API endpoint.

Control-M Workload Automation Tool Responsibilities:
- Performing the operations on jobs like Hold, Release, Delete, Rerun, etc.

- Monitoring and working on the job failures.
- Monitoring the Jobs and investigating when job Abend and Late.
- Notifying the job failures to on-site and off-site AD teams.
- Deactivation/ Reactivation of Jobs.
- Working on Global Plus Application to run the events and generating the reports.
- Adding and Removing the Special Resources.

Autosys Workload Automation Tool Responsibilities:

- Perform daily production support recurring and monitoring of the tickets queue, assign tickets, resolve tickets, update root cause and remediation.
- Monitoring production jobs to ensure successful execution.

Employer	ITPS Techinfo, **[Hewlett-Packard Business Partner]**, at Chennai
Designation	Technical Support Engineer
Client	Siva Medicals, at Perambalur
Duration	August 2018 to September 2019

Job description:

- Provide technical support in major area of responsibility (network operations, server operations, system monitoring and incident management)
- Working as **Production Support attending production calls, troubleshooting the application** and **resolving bugs**.
- Performed client assessments covering windows administration, Netapp and backup best practices and recommendations.
- Assessing existing IT infrastructure and recommending improvements.
- Installs, moves and decommissioning of hardware within the data center.
- Deploying new equipment such as building racks, cabling and other tasks as necessary.
- Diagnose and troubleshoot technical issues, including account setup and network configuration.
- Coordinate with multiple support teams for any issues/ planned maintenance activities.
- Troubleshoot copper and fiber cabling including initial installation testing as well as connectivity issues with previously deployed copper or fiber cabling.
- Manage enterprise applications responsible for server builds, patch management, virtual machine management, virus scanning, etc.
- Updating the firmware, BIOS for the server / switch.
- Monitor server activity, Error log, space usage and solving problem as needed.
- Perform daily backups, archive and restores using NetGear.
- Sophos Antivirus support to prevent viruses for entering and spreading across the network.
- Hands-on experience with Windows/ Linux OS environments.
- Ensure all relevant implementations and support processes are adhered to ITIL guidelines.
- Strong working knowledge of ITIL-based processes/procedures (Data center Management, Incident Management, Change management and Network Management).
- Plays a pro-active role in establishing Delivery and Business Partnering group identity by consistently exceeding customer expectations.
- Talk to clients through a series of actions, either via phone, email, or chat, until they have resolved a technical issue.

SAP Business one consultant Responsibilities:

- Experience in SAP-Business1 modules (Financials, manufacturing, sales (Accounts Receivable), purchasing (Accounts Payable), Business Partners, MRP, Banking and Inventory)
- Providing SAP system support and end-user training.
- Setup the Master Data (Items, Business Partners, Price Lists and Project Master Data) as per the client requirements.
- Participated in a database conversion project migrating from existing application to SAP B1 (SQL).
- Modifying existing crystal reports and develops new crystal reports by analyzing databases, data sources and structures.

Employer	Inknowtech private ltd, at Bangalore
Client	**Mphasis** and **Hewlett-Packard**, at Bangalore
Designation	Senior Support Engineer
Duration	January 2013 to February 2017

Project Summary:

Zurich Insurance Group:
Zurich is a leading multi-line insurer serving people and businesses in more than 200 countries and territories.

Job Description:

- Responsibility includes conference call with US and UK incident management in case of international and domestic circuit link failures and process outages.
- Supported customers for both client and server-based products.
- Provided 24/7 support, configuring, imaging, diagnosing and repairing network servers Dell, IBM HP servers to component level.
- Provide hardware and software support for HP and IBM servers and blade centers.
- Troubleshoot and upgrade hardware on existing servers; replace hard drives, power supplies, and RAM.
- Installation, configuration and troubleshooting of Avaya and Cisco IP Phones.
- Installed Apple Software and Hardware into users' desktop and laptops.
- Installing, configuring and troubleshooting of client application issues like Citrix client.
- Implementing group policy in Desktop computers.
- Performed operating system patching and MS office patching.
- Maintained SCCM client troubleshooting skills on the Windows XP OS and Windows 7 platforms.
- Large-scale deployment of OS with all the applications on to the desktops using SCCM.
- Troubleshooting SCCM issues and updating the latest patches in the client systems.
- Install and maintain any application software required supporting software to support customer needs.
- Performs first level support when issues or problems arise on applications, systems, hardware and processing environment.
- Manage outages and incidents as per documented process.
- Configure and Troubleshooting of TCP/IP settings and connectivity problems for client computers and add them to domain.
- Monitor Remedy moatis ticket tool for potential product or service issues/trending that can impact the Tech queue.
- Monitors the applications, systems and hardware in the processing environment for abnormal processing conditions.
- Creating and assigning JIRA tickets,working on bridge call when P1/P2 issue arises to resolve ASAP.

- Ensure SLA's are met for the systems and NOC.
- Reported bugs on Jira and track them till closure and perform regression testing.
- Refer to internal database or external resources to provide accurate tech solutions.

Employer	**HCL Infosystems Ltd**, at Bangalore
Designation	System Admin / System Engineer
Client	HCL Technologies Ltd, at Bangalore
Duration	March 2011 to May 2012

Job Description:

- Installation and configurations of HCL Workstations and Laptops with various operating systems in Windows and Linux platform.
- Managing 450 Desktops (WIN98/2000/XP operating systems)
- Refreshed/ replaced hardware for 450+ devices.
- Imaging and migration of existing PCs from Windows XP to Windows 7 upgrades.
- Installing operating system OS; Windows XP, Windows 7 and Windows server 2003.
- Installing and removing OS and software patches according to the requirement.
- Installation, updating and Maintaining Virus free Network using Symantec end point.
- Install hardware and peripheral components like disk drives, printers, scanners, keyboards, and monitors.
- Installation, configuration and troubleshooting of local, Usb and Network printers.
- Troubleshooting of hardware problems, Backup issues and Networking Problems.
- Data Cards configuration and troubleshooting in users laptops.
- Provided support for mobile device infrastructure.
- Configuring and troubleshooting of Microsoft Office Outlook client mail set-up (VPN and Local).
- Installing and supporting all types of Microsoft Office Products, troubleshooting Outlook and installation of various applications for users.
- Monitor, operate, manage, troubleshoot, and restore service to terminal service clients, PCs, or Notebooks with authorized access to the network.
- Troubleshooting Operating Systems and hardware issues related to Desktops, Laptops, Thinclient systems and servers.
- Responsible for providing IT assistance including application support, Hardware and Software installations and Troubleshooting.
- Finding the Root Cause of any problem like Windows Crash, Internet Disconnected, Install, maintain and Troubleshoot Windows OS Laptops, Desktop and servers.
- Remote Support to clients and Deployment of Software remotely.
- Managing the User Profiles, Computers, and Groups and Shared Resources.
- Management of User Accounts and Access controls.
- Creating and managing user account including password reset.
- Managing shared folders with user permissions.
- Adding/removing users and groups and assigning users to appropriate groups.
- User Profiles Backup and Restore / Backup and Recovery of User Data.
- Knowledge of Hardware : Cisco Routers Series 2500/ 2800, Cisco Switches 2950/ 3550, Hubs, Bridges, Network Cards, Modems, Sound Cards, Video Cards, Hard Drives, Hard Disk and Controllers.
- Proven work experience as a Technical Support Engineer, Desktop Support Engineer, IT Help Desk Technician or similar role.
- Responsible and closure of calls within committed norms and reducing repetitive calls.

- Management of All IT Assets.

PERSONAL DETAILS

Father's Name	:	Murugeswaran V
Marital status	:	Single/ Male
Email ID	:	vijaysaran27@gmail.com
Mobile number	:	+91 9242951994
Languages known	:	English, Hindi and Tamil
Permanent address	:	11/ 4, Sivan kovil north mada street, Palayamkottai, Tirunelveli, Tamilnadu -627002.

DECLARATION

I hereby declare that the details furnished above are true to the best of my knowledge and belief.

M Vijayasaravanan