

KUMAR SATYANAND

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Seeking senior management roles in IT Operations, Network & System Administration with an organization of high repute

An Overview

Offering over 14+ years of expertise in the areas of:		
Strategic Planning	IT Infrastructure Management	IT Operations
System Administration/ Networking	Process Enhancements	Technical Support/ Troubleshooting
Asset Management	Technical Consultancy	Incident & Change Management
Team Management		

- ✓ Presently associated with Dept. of IT(Lakshadweep Administration) as IT Project Manager, Kavaratti Lakshadweep.
- ✓ Associated with the Office of the Chief Electoral officer & District Election officer as a Nodal Officer (IT), Lakshadweep.
- ✓ Holding additional charges of CDO (Chief Data officer) Kavaratti Smart City Limited
- ✓ Proficiency in administration of Hardware / Software services, Network Security and Disasters recovery.
- ✓ Insightful experience in monitoring & tracking projects with respect to budgeted cost, demand forecasts, time over-runs to ensure timely execution of projects.
- ✓ Proficiency in administration of installation, configuration and risk management for the Team.
- ✓ Expertise in process administration of LAN & WAN System involving design of network layouts, configuration & maintenance of web / servers, databases, network services and peripherals.
- ✓ A leader with distinguished abilities in motivating team members to maintain deliverables as per SLAs. Team-based management style and excellent interpersonal & communication skills.

Professional Assignments

Feb 2019 -till date	Office of the Chief Electoral officer, Lakshadweep	IT Nodal Officer/SLMT
Jan 2019- till date	Kavaratti Smart City Limited	CDO (Chief Data officer)
July 2017 -till date	LITSS Lakshadweep	IT Project Manager

Achievement:

- ✓ Successfully operated and Implemented New Suvidha web/Mobile portal.
- ✓ Effectively tested and operated cVIGIL App.
- ✓ Positively fingered EMS (EVM Management System).
- ✓ Successfully generated ETPBS for the service voters
- ✓ Supervision and proactive involvement in ERONET & ERMS.
- ✓ Responsible for supervising CCTV execution and other IT related issues.

Leading and managing running projects of Govt. (Dept. of IT) under Digital India (Aadhar, SWAN, CSC, E-office, E-Procurement (GeM) and undertaking upcoming projects like; Smart city, Submarine OFC, LOON along with IT core management.

Mar 2011	ICA	IT Manager
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Career Path:

Mar 2011-June 2017 IT Manager (ICA) - ICA: Insurance Corporation of Afghanistan, Kabul (Afghanistan)
 Mar 2010-Mar 2011 Group IT Manager - (CAMS: Central Asian Mining Services, AGSC:
 Afghan Geological Services Company, AGMC: Afghan Geological and Mineral Company, ICA: Insurance Corporation of Afghanistan)

Key Deliverables:

- ✓ Heading a team of 20 engineers along with 3-system administrators.
- ✓ Responsible for building a team to help support new organization
- ✓ Managing an ESX server host from Virtual centre.

- ✓ Coordinated with the different project stakeholders including Customers, Service Delivery Managers, Internal Groups like Engineering, Implementation, Inside Planning, Outside Planning & other Vendors.
- ✓ Managing activities of network monitoring, development, designing & implementation of LAN, WAN, VSAT Network, PABX, etc. and consolidation of multi-mail server.
- ✓ Installation, configuration & administration of Linux & windows servers, maintain & manage various services running in Linux & windows system which include IIS, apache web server, network file server, router, firewall etc.
- ✓ Formulating & implementing IT Infrastructure policies; providing innovative and cost effective technical solutions for companywide issues.
- ✓ Designing the backup or disaster strategy and ensuring scheduled/ unscheduled backups as per backup plan and restoration.
- ✓ Ensuring compliance to the ITIL V3 processes; supporting activities for existing/new applications.
- ✓ Managing responsibility relating to Incident process, handling escalations, resolving client queries on time, documentation and also providing work instructions.
- ✓ Suggesting improvements in the operations and processes to make the system foolproof.

Jan 2010-Mar 2010	HEB International Logistics, Kabul	IT Manager
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Key Deliverables:

- ✓ Headed a team as well as provided guidance and training to them at branch offices of various locations in Afghanistan.
- ✓ Designed and Implemented customer support centre on CMMS Server as well as enterprise CMMS (Computerized Maintenance Management System).
- ✓ Installation, configuration, administration of Linux Servers, Maintain, Manage various services running in linux system which include apache web server, proxy server, Samba server, mail server, network file server etc.
- ✓ Provided effective resolution to customer queries and improving relationships with the clients by anticipating their future requirements, thereby ensured a positive customer experience.
- ✓ With exposure to ESX 4 .1 VMware Technology Key Role as Windows Administrator approvals for any kind of change related to Software and Hardware.
- ✓ Managing and maintaining File Servers, Domain Controllers, Exchange Servers, Share Scan servers and Print Servers
- ✓ Managing and maintaining, File Servers, Domain Controllers, Exchange Servers, Share Scan servers and Print Servers
- ✓ Installation and Implementation of Windows server 2003 & 2008

Apr 2008-Jan 2010	Afghan Pooshesh ICT Limited, Kabul	IT Manager
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Key Deliverables:

- ✓ Managed activities related to IT designing and LAN management.
- ✓ Oversaw multi-domain Window 2000 network in to a single homogenous domain.
- ✓ Imparted appropriate training so the subordinates in the technical front and assisted them during the installation / troubleshooting.
- ✓ Administration of Microsoft Exchange Server 2003 and Active Directory Installation and configuration of, Windows XP, Windows 2000 Server and Windows 2003 Server.
- ✓ Provided support for Pointsec, troubleshoot issues related with LAN, Vpn, Outlook, Windows mobile device, and encryption software
- ✓ Maintaining and creating Mailboxes on Exchange 2003, Network login's on Active Directory 2000. Taking backups on Tape drive's on a daily basis using Brightstore ARCserve Backup Software.
- ✓ Prepared the environment for deployment of Windows Server 2003.
- ✓ Analyzed the hardware and software requirements of Active Directory.
- ✓ Installed, configured, and provide troubleshooting for Server 2003.
- ✓ Migrated Windows Server 2003 from test environment to the production environment.
- ✓ Implemented and managed IP Addressing; configured TCP/IP addressing on a server.

- ✓ Created the Forest Root domain, and a Child domain in a production environment.
- ✓ Installed and configured an Active Directory Domain Controller.
- ✓ Established external trusts and cross-forest trusts.
- ✓ Managed an Active Directory site; replication schedules, site links and boundaries, used ADUC to create and manage computer, user and group accounts in an Active Directory environment.
- ✓ Used DcDiag, NetDiag techniques for troubleshooting.
- ✓ Performed authoritative and non-authoritative restore operations.
- ✓ Diagnosed and resolved issues related to masters role failure and AD database.
- ✓ Configured automatic updates for network clients by using Group Policy.
- ✓ Designed, planned and implemented Group Policy, delegation strategies and OU structure.
- ✓ Managed local, roaming, and mandatory profiles, planned strategy for placing Global Catalogue (GC) and evaluated the need to enable Universal Group Caching.
- ✓ Created approximately 500 user accounts in Active Directory and migrated all Windows NT users by 'User State Migration Tool (USMT).

Certifications

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- ✓ ITIL, CITRIX, CSCU, Prince2, VMWARE, CISCO UCS, CCNA, Sun Solaris, MTA, MCT, MCSE, MCTS & MCITP, SCCM, ADCHNE, DCHEE, DCA, CompTIA A+, MCSA, MCSE-2012

Technical Skills

Operating Systems	OSX10.1-10.10, Windows 9X & ME, Windows NT, Workstation & Server 4.0, Window 2000 family, 2003 Server Family, Vista, Windows 7 & 8, Server 2008 and Windows 2012, Centos, Red-HAT.
Hardware	Cisco 3600/2600 Series Router, Cisco 2900 Series Switches, Linksys Wireless Router, Laptops, Workstations & Servers (HP, Dell, IBM, & Sparc), Modems, Network Cards, Memory, Printers, Scanner, etc.
Application servers	First-Class Mail Server, Exchange 2003, ISA Server, Forefront TMG, WSUS, Win Route Firewall, File Sever, Seagate Backup Exec. McAfee, Norton, Eset, PC Anywhere, Team Viewer, VNC, MS Office Suite, Acrobat Professional 6.0, 7.0, 8.0 & 9.0, NFS
Technologies	VSAT, Wireless System and Radio Technology
Virtualization :	VMware Vsphere 5.0, Workstation 6/7/8/9, ESX Server 5.5, VMware DRS, VMware Update Manager , VMware Virtual Desktop Infrastructure VDI, VMware View, vCenter, VMFS,

Previous Assignments

Dec 2005-Mar 2008	IHT Network Limited, Delhi	Network Administrator
Jan 2004-Nov 2005	SAI Enterprises, Patna	Technical Support Engineer
Mar 2003-Jan 2004	Zenith computer Pvt. Ltd, Patna	Customer Support Engineer
Feb 2002-Mar 2003	Nice Computer Center, Bihar	Computer Hardware & Electronic Trainer

Academic Credential

MBA (IT), 2015

Jyoti Vidyapeeth Women University, Jaipur

B.Tech (Computer Science), 2013

J.R.N Rajasthan Vidyapeeth University

Personal Dossier

Date of Birth	2 nd November, 1984
Address	C/o Sri, VidyaPati Jha, Makhansala Road, Barauni, Bihar
Language Skills	English, Hindi, Maithili, Bhojpuri and Farsi