



ROBIN POULOSE

PROFILE

Systems Engineer with over seven years of experience in the areas of system administration, design, implementation & support of Windows Server Systems, O365, Azure, and networking. In-depth technical understanding of Microsoft's solutions and technologies, ranging from Server & Desktop OS, AD, Messaging & Collaboration, Security, and newer IP Communication Platforms. Windows Backup and Recovery strategies; configure, implement, and maintain a third-party standard storage solution.

CONTACT

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Location: New Plymouth, New Zealand.

EDUCATION

BA ENGLISH COMPLETED FROM IGNOU
DELHI (DISTANCE LEARNING)

2012 – 2016

AIRCRAFT MAINTENANCE ENGINEERING
COMPLETED FROM FLYTECH AVIATION
ACADEMY, HYDERABAD

2009- 2012

CAREER HIGHLIGHTS

- Experience with IT infrastructure servers and other devices including Windows servers, Azure, Office 365, and other networking devices.
- Experience in deploying and maintaining MS Technologies such as Windows Server, Active Directory, Exchange Server, especially in Intune, and Office 365.
- Experience in Installation of AD and Exchange servers. Handled various migrations of AD Domain, Exchange server 2008/2013/2016, Office 365 migrations, and Azure VM migrations.
- Managing IT Infrastructure using remote management tools like Datto, Ninja One, Solar Winds N-central, Screen Connect, Synchro MSP etc.
- Working on the L3 level support in Windows administration and supporting the team for L1, and L2 fault-resolution
- Strong, demonstrated customer service/support skills.

WORK EXPERIENCE

Organization : INFLECTIONPOINT MSP PVT. LTD.
Period : 5th September 2020 to till the date.
Designation : Senior Technical Project Engineer.
Location : Bristol UK. (Remote)

Organization : EYNE TECH SERVICES PVT. LTD.
Period : 9th July 2020 to 3rd September 2022.
Designation : System Engineer L3.
Location : Info Park Kochi.

Organization : NBTC
Period : 21st December 2018 to 8th July 2020.
Designation : Technical Support Engineer.
Location : NBTC Kochi.

Organization : Wipro InfoTech. (Payroll of Skypro Technologies)
Period : 2nd March 2016 to 20th December 2018.
Designation : Desktop Engineer L2.
Location : EXL Service PVT, Info Park Kochi

ROLES AND RESPONSIBILITY

CERTIFICATION BADGES



- Deploying and maintaining MS Technologies such as Windows Server 2008/ 2012R2/ 2016/2019, Active Directory, Exchange Servers, Office 365.
- Office 365 Administration such as User management, mailbox creation, license management, shared mailboxes, groups, and Active directory sync.
- Troubleshooting server-side issues with the help of event logs using log servers.
- Troubleshooting desktop related tasks for end users escalated by helpdesk engineers.
- Managing and deploying Windows servers in Azure (VMS, RDS, AVD. SQL).
- Planning and executing Exchange to O365 Migration (more than 65 Migrations executed and migrated more than 40K mailboxes).
- Migrating Exchange servers from 2008, 2013, 2016 to Exchange 2019, including Database Availability Group (DAG) configuration.
- Migrating from an old Domain Controller to new DC Server.
- Creating and configuring new environments with VMs like DC, File Server. RDS farms, DHCP, RADIUS, etc.
- Working with Hyper-V and ESXI hosts. Building and running VMs accordingly.
- Managing the AD tasks and Exchange related tasks of different customers.
- Responsible for management, maintenance, optimization of Group policies and recovery of the Microsoft Active Directory environment.
- Experience in Meraki, FortiGate firewall to provide access, permission to users. Managing firewall VPN, Users, Group, Rules.
- Intune Administration and Management.
- Providing Anti-virus support like Sentinel One, Webroot, Todyl, Bitdefender Gravity Zone, Defender, Etc.
- Backup management of all IT infrastructure servers and others using N-able, Acronics, Windows backup service, Veeam backup.
- Incident management(ticketing) using Autotask, Halo PSA, Fresh Desk and BMC Remedy.
- Managing and Built IT infrastructure in Cloud solutions like Azure, AWS, and other Private cloud platforms.