ROBIN POULOSE

PROILE

Windows Support Engineer with over 7 years of hands-on experience in Windows Server, Office 365, and Azure administration. Providing L2 support to the clients in Windows platforms. Have expertise in Windows Administration. Proven ability in handling various IT related requirements and challenges and leadership qualities.

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, 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

CERTIFICATION BADGES

- Good expertise in deploying and maintaining MS Technologies such as Windows Server 2008/ 2012R2/ 2016/2019, Active Directory, Exchange Servers, Office 365.

- Managed and Built IT infrastructure in Cloud solutions like Azure, AWS, and other Private cloud platforms.

- Managing and deploying Windows servers in Azure (VMS, RDS, AVD. SQL)

- Office 365 Administration such as User management, mailbox creation, license management, shared mailboxes, groups, and Active directory sync.

- Intune Administration and Management.

- Helping and planning Exchange to O365 Migration (more than 65 Migrations executed).

- Experience in Migrations of the old Domain Controller to new DC Server

- Creating and configuring new environments with VMs like DC, File Server. RDS farms, DHCP.

- 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 of various client to provide access, permission to users. Managing firewall VPN, Users, Group, Rules.

- Troubleshooting desktop related tasks for end users escalated by engineers.

- 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.

- Experience in Troubleshooting server-side issues with the help of event logs using log servers.