

# SANGEETH MK

IT Infrastructure Engineer

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## **PROFESSIONAL SUMMARY**

Result-oriented IT Infrastructure Professional with 9 years of experience in Enterprise Datacenter Management, Disaster Recovery (DR) Operations, and System Administration. Currently associated with Soffit Infrastructure Services (client: ESAF Small Finance Bank), managing critical banking infrastructure with a focus on 24x7 uptime, security compliance, and virtualization. Proven expertise in migrating legacy systems, managing large-scale Windows/Linux environments, and leading technical teams.

## **CORE COMPETENCIES**

- Infrastructure: Datacenter Operations (DC-DR), Server Migration, Asset Management.
- Virtualization: VMware VxRail, vSphere, Microsoft Hyper-V, VDI (Citrix/Horizon).
- Security: OS Hardening, Patch Management (WSUS/ManageEngine), Firewall Administration.
- Leadership: Team Mentoring, Vendor Management, SLA Management.

## **TECHNICAL PROFICIENCY**

- **Operating Systems:** Windows Server 2012/2016/2019/2022, RHEL 8.10 & 9
- **Virtualization Tools:** VMware VxRail, Citrix Virtual Apps, Ericom
- **Network Security:** SOPHOS XG Firewalls, Fortinet, IPsec VPN, SSL VPN
- **IT Management Tools:** ManageEngine Endpoint Central, Veeam Backup
- **Cloud & Web:** AWS, Microsoft Azure, GCC

## **PROFESSIONAL EXPERIENCE**

### **IT Infra Engineer | Soffit Infrastructure Services Pvt Ltd**

*Client: ESAF Small Finance Bank (Onsite Support) | Jun 2022 – Present*

- Server Administration: Manage and maintaining Windows Servers (2012–2022) and RHEL (8.10/9). Ensure 99.9% availability.
- Virtualization Management: Administer the VMware VxRail hyper-converged infrastructure. Conduct performance reviews and resource upgrades.
- Security & Patching: Lead the patch management lifecycle using WSUS and ManageEngine Patch Manager Plus. Implement OS hardening policies.
- Disaster Recovery (DR): Execute quarterly DR drills to ensure compliance. Perform and validate monthly backup restoration tests.
- Network Operations: Configure SOPHOS XG and Fortinet firewalls. Setup syslog integration for centralized logging.
- Team Leadership: Supervise L1 engineers, manage shift rosters for 24x7 support, and oversee asset tracking.

### ***Key Projects & Highlights:***

- Datacenter Migration: Played a key role in planning and coordinating the physical and virtual migration of datacenter assets.

- Audit & Compliance: Preparing and presenting monthly Key Risk Indicator (KRI) reports and Patch Compliance reports.

### **System Administrator | ABC Group India**

Kannur, Kerala | Feb 2020 – Apr 2022

- Infrastructure Management: Managed Windows Server 2012/2016/2019 and Windows Hypervisor Core 2019.
- VDI Implementation: Installed and configured Virtual Desktop Infrastructure using Citrix, Ericom, and Parallels.
- Network Security: Configured SOPHOS XG firewalls and established secure IPsec/SSL VPN tunnels.
- Administration: Managed Active Directory (AD), Group Policies (GPO), and Office 365 tenant migration.

### **Service Engineer | Penta Systems (Acer India Authorized Partner)**

Kannur, Kerala | Jun 2019 – Dec 2019

- Delivered onsite warranty support for Acer enterprise clients, diagnosing hardware failures and performing OS installations.

### **Computer Hardware & Networking Engineer | San Computers**

Kannur, Kerala | Oct 2016 – Oct 2018

- Provided L1 server support, troubleshooting client IT infrastructure, and managing LAN/WAN connectivity.

## **EDUCATION**

### **BCA (Bachelor of Computer Applications)**

Manipal University Jaipur | 2023 – 2026 (Pursuing)

### **CCNA & MCSE Certification**

NetLabs Institute of Advanced Networking | 2018 – 2019

### **Diploma in Computer Hardware & Networking**

Govt. Polytechnic | 2015 – 2016

## **PERSONAL DETAILS**

**Age** : 28

**Nationality** : Indian

**Languages Known** : English, Malayalam, Tamil