**N. SARAVANAN** E-mail: saravanan2951@gmail.com,

DOB: 23/09/1992 Mobile:9042276641.

Professional Experience

IT Professional with Over 10 years of Experience in IT Helpdesk and System Administrator, Upgradation, Configuration, Implementation, Project Management, Escalation Support, Troubleshooting of Various Technologies in medium to Corporate Enterprise Environments. Last 6 month AWS Cloud Infrastructure using and Certification Done in Micro Degree.

Educational Qualification

B.E Computer Science Engineering from Anna University Chennai, Under Mahindra Engineering College Namakkal with 6.59(CGPA) in 2014.

Diploma in Computer Science from Tamil Nadu Direct of Technical Education, Under Kottai Mariyamman Polytechnic Collage Salem, with 77.46% in 2011.

SSLC State Board from Barathai Vidhyalaya Higher Secondary School Salem, with 55.0 % in 2008.

Working Time on Site Projects

* BHEL (Bharat Heavy Electricals Limited) New PCs, Workstation T1, T2 Migration Done in 03/July/15 to 31/July/15 Duration Team Size 10 Persons.
* ANZ (Australia and New Zealand Bank) Install a New PC and Upgrade on ANZ Networks, Groups and Polices. Migrate on Old PC Data to New PC in 900 Users Pcs Team Size 3 Persons. 15/April/16 to 23/Sep/2016
* Sobha Limited Projects Construction Office IT Infrastructure Install and Maintenance Morzaria, Indraprstha, Global Mall, RMZ Ecospace Closed Projects, Current Projects till Maintaining

Key Skils

**Software:** Aws and DevOps, Windows 2008, 12r2, 16,19 Servers used, Client end Windows 8,10,11, Redhat, AWS Linux Machine

**AWS and DevOps: AWS** IAM, S3, EC2 Instances Linux and Windows, VPC, EBS, ELB

**DevOps** Github, Maven, Docker, Jenkins Master slave Job Assigning, and httpd, Apache tomcat, CI and CD, Terraform, Ansible, Prometheus and Grafana

Responsibilities

* **AWS and DevOps:** Cloud ERP server error message and Server load watching and Update HO Server Team
* **Server, Desktop, Laptop and Printer:** Hardware Level Find out Defective Spare and Replace make Up the Products.
* **Router, Switch, Network** Troubleshooting and Maintenance of Network Hardware such as D-Link, FortiGate, Sophos firewalls and Switches. Administration Firewall Settings and mail configuration.
* **Firewall and Network:** Initially Visit the New Office Will Plan Where Teem want to fix Network rake after CAT 6 Cable Routing I will guide the Technician once done the settings, once get ISP Or MPLS Connection will install firewall and make configuration, installing the LAN Switch give the Client System Connection. Static, DHCP, SSL VPN Connect, Site to Site VPN Connection, follow by OSI Layers,
* **Servers:** Hardware and Software Level DNS, DHCP, NAS Access, GP Updates, Configuration done in new Projects, Create User Profile, Delete Existing Users, Reset Password, Given User Rights and Access like Internet, mail etc. in Active Directory User level Access giving in NAS Access Files and Folders, Dailey Monitoring Backups and Anti-Virus Updating in Client Systems,
* **Basic Application:** Installation Driver Configuration, RDP User Login in Cloud, Adobe Reader, Anti-Virus, ERP, CRM, WinRAR...etc.
* **Licensing Software:** Office 365 Admin Center, Mail Id Creation, Group Creation adding and Removing, Basic or Standard Requirements initially analyze and Send our management Request to Purchase, Like AutoCAD, Primavera SQL server Configuration, MS Projects, SAP Support Coordinate with Vendor
* **Office 365 Admin**: License Issuing user via User Category like Basic or Standard, Mail ID creation, Password Reset, Mail Forwarding, Basic Level Troubleshooting, Ticket registering and Coordinate with Microsoft team,
* **Cloud Backups**: Files and Folder Level, Snapshot Backup Daily Monitoring, thread Party Application Files and Folder taking Automatic backup Daily check the Report,
* **Websites**: Company Websites Continually checking if any drops or Not Responding register ticket or chat the website Provide and Close the issue.
* **ERP:** Issuing and Tracking in ERP Assets like Laptop, Desktop, Data card, Sim Card, Employee Joining time Will Issue and If any Problem happened in Asset or Resignation happen Return the asset and move in Stock,
* **Tickets:** Day by Day Login the Portal check the priority and solve the Issues Pre day Software level like mail Password reset, Application-level Issues 15 to 20 tickets and OS level 1 or 2 Tickets

Working History

**1st Company :** Care It Solutions Pvt Ltd Partner in (Wipro)

Desktop, Laptop, Printer and UPS Support Engineer

(Customer Support Engineer) on 25-Nov-2014 to 15-April-2016

**2nd Company**  **:** Net Connect Pvt Ltd (Unisys ANZ)

System Migration

(System Analyst) on 18-April-2016 to 23-July-2017

**3rd Company :** Sobha Limited

System Administrator (8 Construction Project Office all IT Equipment need to support and Manage, Same Asset Management Also)

**(Engineer) on** 27-July- 2017 to till Working

Personal Profile

Father’s Name : R. Natesan

Mutual Status : Married

Language : Tamil & English

Declaration

I hereby declare that all the particulars given above are true to the best of my knowledge and belief.

Yours Faithfully

Date :

Place :

(N. SARAVANAN)