

L2 Server Support Engineer

MANJUNATH CK

1944, Judicial layout, G.K.V.K, Bangalore -560065; **Contact:** +91 9008399664, **E-mail:** ckmanju2k@yahoo.com

Review of credentials would confirm my association as System Administrator and offering performance driven experience of **over 8 +Years** of extensive exposure in **IT System, Network & Server Administration**.

Possess thorough expertise in **system and network administration; installation and configuration of IT networks, maintenance, troubleshooting and user management with expertise in installation, upgradation, configuration, and support of LAN, WAN, software/ hardware, printers, scanners, peripherals and other network devices.**

Academically astute, with proven track record for **excellence, resourcefulness, initiative and dynamic leadership** successfully executed key positions of multifarious nature and capacities during long stint of career. Being a focused, motivated and goal-oriented professional, I have consistently proven my ability to handle operational and strategic levels of multiple responsibilities in crisis and pressure, while operating under rigorous deadlines.

With an innate sense of task prioritization, managerial aptitude, training & development and result oriented attitude towards accelerating organizational growth and that too in a high pressured, time bound and competitive environment, I reckon that my grooming level is apt to look outward for a challenging senior level position, requiring complete grasp & grip of overall projects and high level of professional loyalty, integrity and maturity.

A glance through my resume, attached along, shall familiarize you with my credentials. I am confident of fitting in the slot as well as in the team. However, should you desire personal interaction; I may be called upon where the possibility of our association could be explored further.

Sincerely,

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SENIOR SYSTEM ADMINISTRATION PROFESSIONAL

Offering over 8+ years of experience; seeking senior level assignments across IT industry

PROFILE

- **Versatile & seasoned professional with Demonstrated problem analysis, resolution skills, ability to troubleshoot**, solves problems quickly & completely. Adept at mapping client's requirements, custom designing solutions & troubleshooting for complex IT / networking related problems
- Currently spearheading as **Server Support Engineer** with **Sony software center Pvt Ltd**
- Have extensive technical expertise with respect to the umpteen amount of professional exposure in projects/ technology implementation as part of professional involvement
- Thorough expertise in **system and network administration; installation & configuration of IT networks, maintenance, troubleshooting & user management with expertise in installation, up gradation, configuration, support of LAN, WAN & VPN, software/ hardware, vendor management, remote administration, printers, scanners, peripherals & other network devices**
- Acknowledged trouble shooter and a key decision maker with well-honed skill set in collaborating with cross-functional teams and deploying technology to build successful solutions

Technical Skills:

OS & Software: Windows 2000/2003/2008/NT/XP/windows7, Linux.

Windows: MS SQL Server 2000/2005/2008 MSP2003/2007, Share point, SCCM and MS Exchange 2003,2007

Application Software: Telnet, FTP, Terminal Client, VMware and Remote Desktop Connection

Antivirus Solutions: McAfee, Symantec and Trend Micro

Others: Enterprise Servers, Routers, Bridges, Switches, Hardware Dell, Compaq, HP, IBM, Computers and Peripherals, Dell Power-edge racks Servers, Blade servers, Cisco Catalyst Switches, and Cisco Routers 1700, 2600, 1841

PROFESSIONAL EXPERIENCE

Sony software center Pvt Ltd Bangalore (ASM Technologies Limited, Consultant)

Server Support Engineer

Since -

March 2012

- Microsoft System Center Configuration Manager (SCCM) 2007 deployment on various environments.
- Microsoft SCCM package creation and task sequence advertisements.
- Updates, patching and software installations via SCCM 2007Server.
- Using OSD through System Center Configuration (SCCM) image deployment.

L2 Server Support Engineer

- Windows Server 2003, 2008 R2 installation, deployments, troubleshooting and automation.
- Policy Management for individual users, Group users and entire organization through Active Directory in Windows 2003, 2008 and 2008 R2.
- Administering, Managing & Troubleshooting Exchange Server 2007, Enterprise Vault, BlackBerry server.
- Maintaining Print server.
- Installed, supported and automated Linux server administration.
- Windows Server 2008 Hyper-V virtualization configuration for servers.
- Monitor ticketing system for new tickets and work-items. Update existing tickets. Maintain hardware inventory control in ticketing system.
- Proactively monitor systems health by physically inspecting environment and utilizing provided tools such as OpManager.
- Troubleshoot server hardware and software issues and escalate accordingly.
- Administer Active Directory Forests, Domains, DHCP, DNS and various other Infrastructure services. Trust relationships.
- SAN (storage area networks) and DAS (direct-attached storage) and associated HBA's (both SCSI and Fiber-Channel) plus Windows Storage server with iSCSI connections.
- Performed LUN management, metaluns, RAID groups, storage groups
- SQL Server 2005-2008 installation, clustering configuration for Windows Server 2008.
- Sync of mobile devices (iPhone, Blackberry, iPad) to several email system including outlook.
- Backups using Net backup 7.5 online backup solutions.
- maintenance Antivirus Servers and Client using McAfee AVD Enterprise Edition Ver. 8.8i Edition, McAfee Endpoint Encryption, DLP System Console McAfee ePolicy Orchestrator.

VM Ware

Design, install, configure VMware ESX, ESXi, within vSphere 4 and 5 environments with Virtual Center management Consolidated Backup, , vMotion and VMware Data.

Build, configure and deploy VMs and templates, Virtual-to-Virtual (V2V) and Virtual-to-Physical (V2P) migration of Windows NT, 2000, 2003, & 2008, as well as Linux servers from VMware.

- Build new servers utilizing VMware on IBM/Dell servers.
- VDI Technologies, Remote desktop protocols.
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- Server migration physical to Virtual using Hot and cold cloning technology in VMware.
- Creation of template.
- Consolidation of Physical servers.
- Deploying virtual servers using template.
- Cloning of virtual server.

L2 Server Support Engineer

- Responsible for installing, configuring and troubleshooting Microsoft Exchange Server 2007 & 2003 on Microsoft Windows Server 2003 & 2008.
- Meticulously managing day to day network tasks related to regular checks of server hardware and log files.
- Deft at configuring and managing the SCCM Server and Client; Installing, configuring ARCGIS application.
- Maintaining and troubleshooting Linux based firewall (CommGate), managed services like proxy, VPN, Anti-Spam and FTP
- Updating intranet and other internal resources and uploading the WebPages to the company website using FTP
- Instrumental in Oracle 9i/10i/11g installation, configuration, administration.
- SQL Server 2000/2005/2008 Installation, configuration, administration and installing maintaining VSS /SVN
- Taking ownership of end user issues & resolving them in a fixed time frame and incremental backups, daily backups for offsite locations using NAS; Resolving issues related to Active Directory 2003 and general Domain issues
- Adept Networking Tools and Utilities: Active Directory, DNS, DHCP, Routing, Remote Access, TCP/IP and troubleshooting network connectivity, Group Policy, Fault tolerance, Network Security, Server Administration and Network protocols; Firewalls, LAN/WAN, Ethernet, Wireless devices, FTP
- Installing, configuring and troubleshooting Java Applications, MicroSoft.Net applications, Visual studio 2005 & 2008/2010, web servers and application servers like Tomcat, Apache and IIS.
- Installation & maintenance of Antivirus Servers and Client using McAfee AVD Enterprise Edition Ver. 8.7i Edition System Console
- Accountable for vendor management services for IT Infrastructure, co-ordination with purchase department for all kind of IT Hardware and Software purchases. Deploying, maintaining and auditing Windows 2003 based domains

REPLICON SOFTWARE INDIA PRIVATE LIMITED

Aug

2006 - Sep 2008

IT Administrator

- Involved in implementation, network administration & management of windows server, client operating systems (2008/2003/2000/XP/NT/9x), Active Directory, MS Exchange 2000/2003, LAN/WAN network, RAID controllers configuration, routing & switching protocols including TCP/IP, IPX/SPX, integrating IP networks and DNS, DHCP, WINS, IIS, RAS, and VPN Server.
- Accountable for Vendor management services for IT Infrastructure, coordination with purchase department for all kind of IT Hardware and Software purchases.
- Involved in Active Directory and Group policies implementation, Incident tracking, Systems Maintenance along with Project and Infrastructure Management.
- Installed, configured and managed Web Servers Using IIS, remotely administered and managed Windows servers with Terminal server, SQL Server 2000/2005, Oracle 9i/10i, MSP2003/2007; Experience in Hardware Peripherals.
- Implemented new technology tools, latest security patches, Antivirus patches and establishing and maintaining the technical standards, policies and procedures.

L2 Server Support Engineer

- Monitored and analyzed system performance data for improved performance of windows servers, troubleshooting of windows servers, met SLA, network using WHATSUP GOLD & Servers Using Performance Monitor.
- Installation and maintenance of antivirus servers and client using McAfee AVD Enterprise Edition Ver 8.5i Edition System Console
- Configured and maintained backup devices/applications, leased line connection of 2+2+2 MBPS, network printer and printer related problems

VANGUARD INFO SOLUTIONS

Nov 2004 -

Aug 2006

System/Networking Engineer

- Involved in installing and configuring Win2000, 2003 Server, administrating windows 2003 Domain controllers, MS Exchange 2000 & Windows 2003 servers and managing and configuring VLAN in the Switches.
- Edited and administered active directory service, designed and implemented Windows2000, 2003 network infrastructure.
- Implemented and administered Microsoft SQL 7.0 Enterprise Server on WinNT 4.0, Win9x & Win 2000 platform.
- Supported (Desktops, servers, and Laptops) with, WIN9x, NT 4.0, WIN2000, 2003 XP.
- Installed Mail Server (lotus notes), configured clients for using lotus notes for mailing; configured and troubleshoot printer related problems.
- Created, managed and applied group policy for new users and groups in Windows 2000,2003 domain
- Administrated anti-virus security server and updated the anti-virus signatures, hot fixes, service packs, and critical patches on regular basis; remotely logged to client and trouble shoot through Dame Ware Utilities.
- Installed, configured and troubleshoot with Active Directory, DNS, and IIS & VPN Server and Nice Logger Application.
- Maintained and installed Antivirus Servers and Client using Trend Micro Antivirus Management Module.
- Accountable for the installations of Bay Stack, Cisco Routers, Switches & hubs and routing (Static and Dynamic (RIP v1/v2, IGRP, EIGRP, OSPF)

IBM (INFO SERVICE)

Nov 2003 – Oct 2004

Technical Support Engineer (*Client: Standard Chartered Bank*)

ACADEMIC CREDENTIALS

Bachelors in Computer Application (BCA)

Diploma in Computer Science

MSCIT Karnataka state Open University (KSOU)

Languages Known: English, Hindi and Kannada; **References:** Available on request; Passport no; K2136112