Sunda Kathir
IT Manager

Personal summary

A multi-skilled IT manager who is highly versatile, and displays all-round technical expertise. Highly capable with a proven ability to provide IT services that will enhance the efficiency and performance of a company and ensure a smooth running of ICT systems. Substantial practical knowledge of complex system builds, hardware and software testing, PCB testing, network support, technical support and computer repairs.

Seeking a new opportunity with a challenging managerial position, one that will make best use of my existing skills & experiences also further my personal development.

Work Experience

Healthcare Sector–**Aidacare Pty Ltd**

IT Manager 2010 – Present

Responsible for the day-to-day IT requirements of the company, such as user management and troubleshooting help and advice. Further accountable for managing the server system and ensuring the delivery of business published applications, local area networks, IT security and telecommunication.

Duties:

- Managing a team of IT administrative & technical staff to provide IT solution for more than 300 PC users at various location throughout Australia
- Strengthening the IT infrastructure through to implementing new technologies.
- Responsible for hardware and software installations, maintenance and repair.
- Performing routine audits of systems and software.
- Managing the IT budgets and expenditure on hardware and software.
- Developing & maintaining the company IT systems, software and databases.
- Recommending and implementing improvements and efficiencies.
- Reporting to the IT Director & Chief Executive.
- Having excellent time management, confidentiality & communication skills.
- Having strong IT, commercial, planning and budgeting skills.
- Management of server software and associated backup routines.
- To evaluate, test, advise, train and support I.T. related projects.
- Procurement of IT hardware, software and maintenance products & services. Responsible for the recruitment and training of new staff.
- Writing documentation for ICT procedures, security and disaster recovery.
- Maintaining documentation of changes regarding users, functions & systems.
- Managing the internal & hosted network infrastructure including: firewalls, servers, switches and telephony.

Manufacturing Sector – **Dotmar Engineering Plastic Products Pty Ltd**

IT Manager 2008 -2010

System Administrator 2001 -2008

Duties:

- Updating and monitoring IT user accounts.
- Maintenance & management of the Critical Windows based Server Environment.
- Maintaining up to date Antivirus levels on all machines company wide.
- Working on Active Directory accounts, configuration of desktop & laptops.
- Managing and monitoring of backups in multiple locations.
- Providing maintenance support and break-fix solutions.
- Follow Documented processes i.e. implementing change control procedures.
- Liaising & meeting with external suppliers of IT services

Personal data

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Date of Birth: 13th of April 1961
Driving License: Yes
Nationality: Australian

Social Media
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Area of expertise

- Relational Database Applications & Structures
- Software Design & Development
- Software Integration
- Software Lifecycles
- Server & Application Configuration
- Information Systems Management
- Long-term IT Planning
- information Systems Integration
- Project Management
- Technology Planning & Direction

Personal skills

- Communication
- Ability to Work Under Pressure
- Decision Making
- Time Management
- Self-motivation
- Conflict Resolution
- Leadership
- Teamwork
- Creativity
- Negotiation

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- Troubleshooting technical problems and implementing solutions. Purchasing of IT Equipment and software in line within agreed budgets.
- Supporting a multi-site IT infrastructure of around 100 employees.
- Responsible for the fast and accurate troubleshooting of reported faults.
- Providing technical support via helpdesk systems for a wide range of internal & external applications.
- Designing and developing small business system software.

Key skills and competencies

- Extensive technical knowledge of Microsoft server operating system :2012,2008, 2003 & 2000 + Desktop operating system: windows 10,8,7,XP and windows 98
- Extensive technical skill in maintaining and managing Exchange server 2010
- Excellent system programming skills on Microsoft Windows platforms and possessing substantial knowledge in programming languages such as VB6, VB .NET, MS Access and the knowledge in 3rd party components such as flex grid and DevExpress
- Excellent knowledge of MS SQL Server, RDMS, structured query language and T-SQL
- Knowledge of VB script, Shell Script, HTML language & Software license control.
- Versatility of knowledge in designing business intelligent report using crystal reports software and Microsoft BI reporting tools
- Extensive knowledge in virtualization of server, VMWare software, Domains, Active Directory, Group Policies, TCP/IP, DHCP, DNS and server hardware technology
- Excellent knowledge in delivering business application securely for the remote users using Citrix technology
- Highly commendable network background in designing LANs, WANs internet/intranet, voice and data communication networks and installing computer networks based around Microsoft Server Technologies
- Working knowledge on major networking components & hardware components.
- Knowledge & understanding of managing SAN, NAS Drives and the backup technologies & disaster recovery methods.
- Knowledge of ITIL incident, problem & change management.
- Ability to explain technical issues clearly to colleagues without technical knowledge.
- Experience of performance measurement, capacity and tuning issues
- Ability to respond to pressure and deliver timesaving solutions to tight deadlines.
- Prioritizing and managing many open cases at one time.
- Testing and evaluating new technology. Responding within agreed time limits to call-outs.
- Building relationships with clients, technical teams and external contractors.
- Having the ability to take the technical lead in projects and supporting technical implementation whilst working on multiple products.
- Ability to multi task & prioritize under ever changing & challenging workloads. Ability to quickly understand complex problems and devise effective solutions
- Possessing a proven ability to lead project teams to successfully deliver agreed upon solutions of the highest quality, often in complex and challenging customer environments.

Academic qualifications

BBIS -Business Information System

Victoria University 1997 – 2000

Industrial training certificates

Microsoft certified professional, Citrix certified administrator

Reference- available on request

Technical knowledge of

- Windows servers 2012,2008,2003
- Exchanger server 2010,2007
- SQL server 2014,2012,2008
- Desktop Windows O/S -10,8,7
- Citrix XenApp 7, 6 ,4
- Visual Studio 2015 ,2012,2010
- Visual basic 6
- Flex grid and DevExpress suites/components
- Structured Query Language and T-SQL
- Microsoft SSIS, SSRS and SSAS business Intelligence technology
- Crystal Reports
- VMware server 6,5
- Microsoft GP Dynamics
- Attaché business partner
- Programming in Access and Excel
- Spice works for helpdesk apps
- Managed engine for monitoring
- Metalogic for email achieving solution
- Intranet ID dashboard for Document management
- Synology NAS cloud station for remote user's files backup
- Nimble SAN storage device
- External and Internal DNS management
- Networking topology
- Switches, Routers and Wireless access point devices
- Citrix storefront and NetScaler
- Server hardware's and Raid technology
- Magic partition manager
- Managing websites
- Unitrends back up software
- Clod technology