



SURESH D

No:6/60,F1 Aakar Flats, 2nd Main Road,
North Jaganathan Nagar,
Villivakkam.
Chennai-49

Email: suresh15ruler@gmail.com
Mobile: 9600151751

Career Objective

Seeking a challenging and responsible career position that will allow me to utilize, enhance and contribute my expertise to the best benefit of the organization and also to secure a challenging position where I can effectively contribute my skills.

Academic Profile

COURSE	YEAR OF PASSING	INSTITUTE	BOARD/ UNIVERSITY	PERCENTAGE
BE(ECE)	2014	Dhaanish Ahmed College of Engineering ,Padapai, Chennai.	Anna University	71
HSC	2010	St.Mary's Matriculation Higher Sec. School, Jafferkhanpet, Chennai.	State board	77
SSLC	2008	St.Mary's Matriculation Higher Sec. School, Jafferkhanpet, Chennai.	Matric	75

Key Responsibilities:

Active Directory Administration, MS Exchange Administration, Office 365, Identity Access Management (AWS), Monitoring Server Status, AWS Cloud Administration, Automating using PowerShell.

Skill Summary:

Technologies: AWS, Window Server, VMWare, Active Directory, MS Exchange.

Inventory Management: Peripheral Drivers, Hardware Components and software

Troubleshooting: OS, Peripheral Components, LAN Problems

Patching: Microsoft Office 2007, 2010, 2013 and 2016, Outlook and Office 365

Ticketing Tools: RCRM, Manage Engine, Symphony Summit, Service Now

Operating Systems: Windows Server R2, RHEL, Centos, Amazon AML.

VMWare: Virtual machines, vCenter Server, Migration, Cloning.

AWS: VPC, VPN, Subnet, Public & Private Subnet, EC2, EBS, S3, Route 53, Load Balancer, Auto Scaling, RDS, IAM

Professional Certification

- AWS Certified Solutions Architect – Associate

Achievements

- Received ACE AWARD for recognition of individual performance and contributions towards competency, process, teamwork, customer focus and initiatives in Hexaware for Q4 2018.

Experience Summary:

- Working as System Engineer in Hexaware Technologies, from May 2015 to till now.
- Worked as Desktop Support Engineer in VYB Technology Solutions, from May 2014 to April 2015.

Working with Hexaware Technologies**May 2015 to till Date****Internal Support Team****August 2017 to Till Date****Roles and Responsibilities:**

- Working as System Engineer L2 Support.
- Managing user accounts, groups, print queues and controlling access rights using Active Directory.
- Creating mailbox, shared mailbox and assigning the O365 license.
- Provide access to users on mailbox as requested.
- Migrating the users from the local exchange to O365 and vice versa.
- Automating the server operations by writing scripts using PowerShell.
- Creating SMTP relay and configuring.

- Maintaining file share server and providing file share access to the users.
- Monitoring VM ware and Servers with tools like Fire Scope, Solar winds and ELK.
- Creating and assigning the VM machines to users.
- Troubleshooting & solving of a wide variety of issues related to Servers, Network and Storage.
- Creating / Deleting the EC2 Instances & Backing the Volumes into Snapshot.
- Enabling / Disabling VPN access to users in AWS
- Deployed the Auto-scaling and Load Balancer to the Web Applications
- Maintaining the Instances over the AWS Cloud and Deploy the infrastructure in AWS EC2.
- Taking Regular Backups for EBS Data Volumes & Push Databases backup into Amazon S3
- Upgrading the EC2 Instance Flavor (CPU-RAM) / EBS Sizing
- Taking Regular Backups for EBS Data Volumes & Push Databases backup into Amazon S3
- Secure the server's Inbound and Outbound Access using Security Groups
- Migrated some projects environment into AWS Cloud Platform.
- Involved in preparing Technical Specification, testing and documenting application.
- Deployed the Auto-scaling and Load Balancer to the Web Applications
- Maintain / Update DNS Records in Route 53

Global Service Desk

May 2015 to July 2017

Roles and Responsibilities:

- Handling calls and Incidents till closure.
- Working on Service request and transferring the Service request to corresponding team with proper updates
- Coordinating with L2 team for the problem record created by our team based on the frequent incidents and frequent calls
- Working On CIM Process on problem ticket on any Outage - server, Network and internal applications
- Managed user accounts, and controlling access rights, reset or unlock user passwords using Active Directory.
- Managing team while Team Leads are not available.
- Configuring and Troubleshooting the VPN.
- Configuring and Troubleshooting in outlook.
- Installing the required software's to the project
- Creating and Managing SFTP and FTP users
- Creating and managing WebEx & Go to meeting.
- Configuring Outlook and checking outlook related issues.
- Periodic update on Desktop's with latest security patches

Working with VYB Technologies**Roles and Responsibilities:**

- Working as Desktop Engineer and managing all desktop related issues
- Troubleshooting Hardware related problems
- Troubleshooting Basic network problems
- Installing, Configuring and troubleshooting Windows 7 OS related problems
- Installing and configuring software as per the requirement of users
- Email client configuration and troubleshooting (MS outlook 2007/2010)
- Installing and troubleshooting VPN client for Laptop users
- Configuration of local and network printers
- Troubleshooting third party web based internal applications
- Updating of MacAfee antivirus and troubleshooting
- Vendor coordination for Hardware replacement
- Providing regular updates on call status to next level management team to avoid user escalation

Personal Details

Name	: Suresh
Father's Name	: Dhamodaran
Date of Birth	: 15-09-1992
Gender	: Male
Nationality	: Indian
Languages known	: English and Tamil.

DECLARATION

I am very much Confident on my Skills to work in a Team. Hereby declare that all the details furnished above are true to the best of my knowledge.

Place: Chennai

Date:

(D. SURESH)