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**SURESH D**

No:6/60,F1 Aakar Flats, 2nd Main Road,

North Jaganathan Nagar,

Villivakkam.

Chennai-49

Email: [suresh15ruler@gmail.com](mailto:suresh15ruler@gmail.com)

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**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**

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| --- | --- | --- | --- | --- |
| **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 Responsibilites:**

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

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**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 AMI.

**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 asDesktop Support Engineerin 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.

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* 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

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**Working with VYB Technologies May 2014 to April 2015**

**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**)**