DHANARAJ MN

SYSTEM ADMINISTRATOR | IT INFRASTRUCTURE | NETWORK SECURITY

PROFESSIONAL PROFILE

A senior system and network administrator with over 11 years of professional experience specializing in IT infrastructure, IT project management, cloud & on-premises infrastructure management, and network security. A proven track record of identifying solutions to mitigate vulnerabilities and security threats.

WORK EXPERIENCE

PrismHR (Formerly EPAY Systems)
Vensure HCM Pvt Ltd
Senior Systems & Network Administrator

June 2022 - Present
(Related companies, internally transferred)
(A VENSURE COMPANY)

- Direct operations of an Information Technology, Business Process Management, Network & Systems Management, Solutions and Integration, and Business Continuance Consulting firm focused on maximizing client IT capabilities.
- Perform server administration tasks (ex: user/group, security permissions, group policies, print services); research event-log warnings and errors; and monitor resources to ensure that systems architecture components work together seamlessly.
- Working as cloud administration on Microsoft Azure environment, Involved in Azure AADConnect configuring virtual machines, storage accounts and Azure resource groups.
- Secures network by developing network access, monitoring, control, and evaluation.
- Provides Tier 3 user level technical support by troubleshooting technical issues with networking and systems and carrying issues through to resolution.
- Upgrades network devices, systems and applications by conferring with vendors and internal procurement- developing, testing, evaluating, and installing enhancements.
- Performing project management activities as necessary that are focused on the successful delivery of the SharePoint and O365 migration plans.
- Working as cloud administration on Microsoft Azure environment, Involved in Azure AD Connect configuring virtual machines, storage accounts and Azure resource groups.
- Monitor data-center health using existing management tools, and respond to hardware issues as they arise; help build, test, and maintain new servers when needed.
- Strong Endpoint device support experience (i.e., desktop computers, laptop, mac, Surface pro, tab…. etc.)
- Administration of Azure AD users, group, and devices and participate in migration between on-premises and Azure AD through AD connect.
- IT Asset Management & Jira Ticketing Tool Management
- Experience with Microsoft O365 and including Teams, SharePoint Online and Exchange Online.
- Administration of Microsoft Entra and Intune Device Management.
- Analyses network security requirements and implement perimeter security changes.
- Designing and maintaining the managed firewall & network infrastructure.
- Develop network documentation of security infrastructure.
- Administration of ManageEngine Endpoint Central & Auto Elevate client management tools.
- Maintain internal infrastructure requirements, including laptop and desktop computers, servers, routers, switches, firewalls, printers, phones, security updates, support internet, intranet, LANs, WANs, and network segments.
- Perform routine and scheduled audits of all systems, including backups.
- Assist the help desk and other teams with troubleshooting to identify root cause and provide technical support when needed.

CONTACT

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🏠 Calicut, Kerala

EXPERTISE

- Cloud & On-premises Infra-Management
- IT Leadership
- IT System and Cloud Security
- Systems and Cloud Integration
- Network Administration
- IT Project Management
- Disaster Recovery
- Develop Technical Standards
- Cloud Architecture
- Firewall & Antivirus Administration
- Training and Development
- Facilities Control Support
- IT Resource Planning
- IT Infrastructure Development
- Vulnerability & Penetration testing

EDUCATION

- **BCA** (Degree from-Bharathiar University)
- **PLUS TWO** (HSE Kerala)
- **S S L C** (Board of Kerala)

PROFESSIONAL COURSE

- **Diploma In** (Hardware and Networking)
- **M C P** (Microsoft Certified Professional)
- **MCSA** (Microsoft Certified Systems Administrator)
- **CCNA** (Cisco Certified Network Associate)
- **CCNP** (Cisco Certified Network Profession)

LANGUAGE

- **English**
- **Malayalam**
- **Hindi**

REFERENCES

- **Sandeep Tyagi - Sr IT Manager** (American Epay Pvt Ltd)
- **Jhon Burby - Sr IT Manager** (Popular Vehicles & Services Ltd)
- **Abhilash C** - IT Head (TCS)

POPULAR VEHICLES & SERVICES LTD   January 2016 - June 2022
Senior System Administrator

- Providing System support services both for software and hardware for an organizations employee
- Maintained user accounts, file system security, printing, backup and recovery and remote access troubleshooting with special emphasis on CISCO routers and switches & firewalls.
- Establishes network by evaluating network performance issues including availability, utilization, throughput, good put, and latency; planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls.
- Monitors performance and provides troubleshooting for system hardware and software.
- Ensures successful replication between various servers in different locations.
- Oversee the monitoring of server audit logs and event notices.
- Develop operational processes and procedures while providing on-site system training for users and administrators.
- Lead investigations of security violations and breaches and recommended solutions.
- Implement the policies for the use of the computer system and network.
- Troubleshooting of all Network related issues- Internet/Intranet Connectivity etc.
- Designing, implementing & managing network infrastructures with servers and other windows services for testing process.
- Controlling user delegation and software restriction polices.
- Maintains network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor.
- Secures network by developing network access, monitoring, control, and evaluation, maintaining documentation.
- Upgrades network by conferring with vendors; developing, testing, evaluating, and installing enhancements.
- Installed, analyzed, managed and optimized Local Area Network performance for various networking protocols, routing technology and network topologies to include TCP/IP, VLANS, Internet (HTTP, HTTPS, FTP, TELNET, SMTP) various gateways and routing protocols and smart switches.
- Meets financial requirements by submitting information for budgets and monitoring expenses.
- Protects organization's value by keeping information confidential.
- Remote support to Dealer Outlets for installing and configuring VPN Clients Coordinating with different Vendors.
- Configuring & Updating Software & Application Patches Client Systems & Servers

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TATA TELE SERVICES LTD (TCS CONTRACT)   May 2012 - January 2016
System Engineer

- Maintenance & Troubleshooting & Configure (Active Directory & Print server & Antivirus Server & Exchange Server & DHCP & DNS & Proxy Server & FTP Server & Router & Switch ......etc.)
- Data recovery and backup Configuration
- Firewall & Proxy Server Configuration.
- Designing, implementing & managing network infrastructures with servers and other windows services for testing process.
- Remote Server management through Terminal service & Remote Desktop.
- Controlling user delegation and software restriction polices.
- Troubleshooting of all Desktop- OS, Hardware and Software related Issues.
- Installation, configuration and troubleshooting of various Client software's.
- Troubleshooting of all Network related issues- Internet/Intranet Connectivity etc.
- Working knowledge on different Mail Clients – Outlook Express, MS Outlook, etc.
- Active Directory Site and Services management.
- Configuration and implementation of WAN & LAN networks
- Local Area Networks using Manageable Switches and Wireless Access Points.
- Remote support to Telecom Dealer Outlets for installs and configuring VPN Clients
- Coordinating with different Vendors.