

PERSONAL SUMMARY

An enthusiastic and confident IT Professional with extensive practical experience of working with computers, laptops, printers, servers, network devices in LAN/WAN infrastructures and resolving any support issues that are raised to the service desk. Proficient in leading cloud technologies possessing a proven ability to adopt meticulous approach to ensure smooth running of business operation

Qualified to industry standards, now actively seeking a technical position where strong technical background coupled with dedication and commitment will be utilized toward continued growth and advancement.

ACADEMIC QUALIFICATION

Bachelor of Engineering in Computer Science - Anna University - India

PROFESSIONAL TRAINING

MCITP (Server 2008) – Sansbound School of Networking, India

MCP (Implementing Azure Infrastructure Solutions) – Redington, UAE

Fortinet NSE Level 4 - Exclusive Networks, UAE

CERTIFICATION

Microsoft Certified IT Professional (MCITP) - ID Number: 8109628



Server Administrator

Microsoft Certified Professional



Fortinet Network Security Professional – Fortinet ID: FORT048086



Technical Competencies:

Network/system troubleshoot, remote support tools, sysinternals suite, RSAT and Putty. Windows OS, Server 2008, Server 2012R2, Server 2016
Working knowledge of Windows Active Directory. Exchange 2013, Exchange Online, Hmailserver, G Suite and Office 365 Collaboration service
Mimecast, TrendMicro, EOP and ATP implementations.
Vmware, Hyper-V, Citrix XenApp, VirtualBox.
Firewall, UTM, Wireless AP and controllers. Domain Hosting,
WordPress administration and website content management.

NATHARSHA



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Visa Status: Residence Transferable

Valid UAE Driver License

Personal Data:

DOB : 29-Jul-1990

Marital Status: Married

Nationality : INDIAN

Passport No : J6360069

Languages Known:

English, Tamil, Hindi

WORK EXPERIENCE

Netcare System Services, UAE IT System Engineer

Full Time
Oct 2016 to Present

Design, implement, and manage SMB to Mid-size clients' IT infrastructure. Established high-level technical support to clients' on-premises and cloud systems. Meeting client's IT head to discuss and understand the requirement to provide right IT solutions.

Duties:

- Attending remote and onsite support cases raised to the service desk in a timely manner
- PC, Laptops, MFP and other network devices deployment on client offices
- Building, configuring, and installing HP ProLiant and Dell PowerEdge servers.
- Server maintenance, Firmware updates and OS Patches installation
- Active Directory management, NTFS Permissions setup, Group Policy configurations, Logon scripts, DHCP, DFS and DNS configurations
- Installed and configured wide variety of NAS to extend server storage, and for local backups
- Performed successful restoration business critical servers in the event of ransomware attacks
- Established complex VPN connections between Clients and their business partners
- Contact client's overseas principal IT team to troubleshoot complex issues
- **Office 365:** Setting up Office 365 tenant for clients, subscription and license provisioning, Domain configurations. Support, maintenance and administration of Exchange online, SharePoint online, Skype for business and other Office365 services. Successfully migrated several clients' email hosting to Office 365
- **G Suite:** Setup G Suite Accounts and configure clients' DNS host Provision and manage G Suite users. Outlook configuration using Google sync. Add, use, and manage G Suite organizations. Manage G Suite services such as Calendar, Gmail, and Drive. Establish fundamental security practices.
- **Trend Micro Services:** Installation/configuration of anti-virus for endpoints, servers. Setup and configure Hosted Email security for organization using Office 365 and G Suite. Customize inbound/outbound security policy, anti-spam and end user quarantine setup.
- **Mimecast:** Configure Inbound/Outbound routing for organization using Office 365 and G Suite. Customize anti-spoofing, spam, malware, URL, attachment and other security policies.
- **Cloud Backup:** Acronis and Carbonite Cloud Backup agent installation on PC and servers, Backup plan configuration, Cloud storage space provision, Backup monitoring, Recovery on Disaster.
- **Network Security:** Installation of FortiGate and SonicWall Firewall series to ensure network security. Vlan and Subnet Configuration, IPSEC Site-to-Site, SSL, Client VPN configuration. Network Access Policies, Content and Web Filtering, Port Forwarding, Traffic Shaping Monitoring and Logging of network traffic.
- **Wireless:** Conduct site surveys for proper wireless coverage, including RF planning and network design. Design and implement Aruba controller-based WLAN, ACL and Guest access configuration. Administration of clients' Aruba Central-Cloud Networking to manage and monitor Aruba IAP Installation and configuration of FortiAP and controllers.

Brayan Electromechanical Works LLC, UAE**IT Engineer**

Responsible for maintaining the company's IT Network, servers and security systems.

Full Time
Mar 2016 to Sep 2016

Duties:

- Managing and supporting office IT Network
- Resolving all support tickets raised to the service desk in a timely manner
- Maintaining the company's IT Inventory to meet new requirements
- Active Directory administration in server 2012 environment
- Configuring DNS, DHCP, File server and access points
- ZK Time and Attendance system and Door Access System maintenance
- Administering Google Apps for Work for Email and collaboration services
- Configuring Google sync with outlook 2013
- Regular backup of all departments data to WD NAS storage
- Installing and configuring Real soft ERP application
- Installing and configuring AutoCAD and other engineering, design related software
- Provisioning computers, laptops, server, switches, router and internet connection for all projects
- Coordinating with suppliers to arrange rented printers and plotters for all the sites
- Planning and implementing site office LAN/WAN network
- Remote and onsite support to all the site offices

ATA Group of Companies, UAE**System Support Engineer**

Responsible for supporting the IT infrastructure of the entire organization at all levels. Ensure the proper function of all hardware and software for smooth business operations.

Full Time
Feb 2013 to Feb 2016

Duties:

- Install, upgrade, support and troubleshoot XP, Windows 7, Windows 10 and Microsoft Office and any other authorized desktop applications
- Install, upgrade, support and troubleshoot computers, laptops, printers, and any other authorized peripheral equipment
- Configuring 3Com Baseline switch 2250 plus
- Performs general preventative maintenance tasks and remedial repairs on computers, laptops, printers and any other authorized peripheral equipment
- Diagnose and quickly resolve a wide range of Windows applications problems to help minimize downtime
- Troubleshooting network connectivity in a LAN/WAN environment
- Responsible for tracking hardware and software inventory
- Familiarize end users on basic software, hardware and peripheral device operation
- Requesting and coordinating vendor support
- Installing and configuring FOCUS ERP software package
- Installation of POS terminals and Software for retail outlets

- Remote support to branch office and retail outlets
- Configuring CFS, VPN, Dynamic DNS, NAT, Port Forwarding in SonicWALL TZ 210 and Untangle firewall
- Monitor and maintenance of HP ProLiant ML servers
- AD, DNS, DHCP administration
- Exchange 2007 mail server administration like adding and removing mailboxes, managing public folders and journal rules, mail store backup
- PST export, backup, archiving and policy enforcement.
- Storage allocations and regular backup of NAS server
- Managing virtual copies (VM) of servers for disaster recovery
- Responsible to maintain company and specific brand websites hosted at GoDaddy.

REFERENCES

Available on Request