

# Vivek K Potty

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Current Location: Abu Dhabi, UAE



## CAREER OBJECTIVE

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To be a part of a progressive organization that will provide me with exciting opportunities to utilize my knowledge and acquires new related skills to stay in the industry. To learn and function effectively in an Organization and to apply my knowledge properly for the benefit of the organization. To constantly upgrade my knowledge and skills and to make a difference in whatever I do, for the organization.

## TECHNICAL SKILLS

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- **Good Hands-on Microsoft System Center Configuration Manager (SCCM).**
- **Hands-on Experiences in Microsoft Data Protection Manager (DPM) and Endpoint Protection (EP).**
- **Good Hands-on with Cisco (Switches, Routers and WLC) and Meraki (Switch and Firewall).**
- **Basic knowledge on Cisco ASA (Configuring Interface, Access List, VPN Profile)**
- **Hands-on Experiences in Symantec NetBackup and Endpoint Protection.**
- **Manage Engine Ticketing Tool.**
- **Hands-on Experiences on Office 365.**
- **Hands-on Experiences on CRM Software.**
- **Good Hands-on Microsoft Servers -2016/2012/2008-Active Directory/WSUS-Update Server/DB.**
- **Good Hands on Hyper-V Server.**
- **Hands-on experiences on PABX System: Alcatel and Cisco CUCM.**
- **Basic command hands-on MySQL.**

## PROFESSIONAL EXPERIENCE

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### 1. IT Engineer at Nestle Waters, Abu Dhabi (Since April 2016 - Current Date).

- **Actively participated in planning, designing and implementation of the entire network of the organization across UAE/Qatar/Bahrain.**
- **Install and maintaining Servers such as Domain Controller, File Server, TMG Server, Hyper – V Servers, NetBackup Master and Media Server and Symantec Endpoint Protection.**
- **Patching the latest Microsoft updates on servers and PC after testing and verifying on test environment.**
- **Responsible for the IT set up for all new employees (PC access, domain access, network resources, telephone extensions, etc.)**
- **Day to day operations involves monitoring, maintain and troubleshooting of the various servers (Active Directory, File, DNS, DHCP, Anti-Virus, WSUS, Domain Controllers, etc.), modifying group policies and**

access rights, troubleshooting issues on client machines, ensure proper operation of VPN and wireless networks, providing temporary network connection to third-party clients.

- Maintenance of SQL Database 2016 –primarily generating reports, access controls and coordination with the developer regarding core level changes.
- **Installation of Microsoft System Center Configuration Manager (SCCM).**
- **Installation of Microsoft Data Protection Manager (DPM) with backup policies and configuring with HP Tape Library.**
- **Configure, Monitor and Maintain Cisco Switches, Wireless Controller and Cisco ASA.**
- **Patching the latest firmware for the Network devices.**
- **Maintaining and Scheduling backup on daily, weekly and monthly basis using Microsoft Data Protection Manager (DPM).**
- **Performing backups using Veritas-Symantec NetBackup.**
- Configuring and Maintaining Zebra Handheld devices (PDA and Printer) and MPOS Device.
- Installation and configuration of surveillance systems CCTV, Attendance registry using biometric systems and door access system.
- Negotiate maintenance contracts with third-party vendors who provide hardware and software services to the company. Negotiate IT purchase requirements in accordance with the procurement policies in place in the company.
- **Close association with vendors like Etisalat/DU/Microsoft/Zebra/Cisco/HP/Symantec/Veritas**
- **Comparisons study between the various products before we incur them into our live network environment.**
- Configuring desk phone and modifying using Alcatel Omnivista.
- Maintaining IT inventory and documents.
- Ensure **Disaster recovery Site** are regularly tested.

## **2. Presales Engineer at Blue Finch Computer IT Solutions, Dubai (July 2015 – March 2016).**

- **Customers' site surveys** for requirements and consultation of IT infrastructure.
- Responding to **Customer RFPs** and designing the solution accordingly.
- Planning, designing and implementation of the entire network for the customer.
- **Firewall/Router/Antivirus/Symantec Backup** implementation at the client site.
- Handing over the **entire detailed reports to end-customer after implementation.**
- **Training to end-customers** regarding the products pushed by us.
- Troubleshooting network related issues based on customers' call.
- Installation of windows servers as per the customer requirement.
- Troubleshooting the software related issue.
- Installation and maintenance of storage device.
- **Maintaining and Scheduling backup on a daily, weekly and monthly basis.**
- Create and review project documentation.

## **3. Jr. Presales Engineer at Time Net, India (March 2014 – May 2015).**

- Planning, designing and implementation of the entire network for the customer.
- Installation and configuration of Router, Switch, IP phones and WLC.
- Installation of windows servers as per the customer requirement.

- Troubleshooting network related issues remotely and onsite.
- Experience in VPN connectivity.

## EDUCATION

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- SRINIVAS INSTITUTE of TECHNOLOGY, Karnataka, India
  - Bachelor of Engineering in Computer Science, MAY 2013

## CERTIFICATION

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- CISCO CERTIFIED NETWORK ASSOCIATE in ROUTING AND SWITCHING
- Oracle Database Administrator (DBA) – Undergone Training.

## ACHIEVEMENTS

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- Selected for All India Project Competition for “Extended Embedded Visual Cryptography” conducted by Motorola.
- Attended a workshop on fully integrated "Hardware and Software Configuration".

## PERSONAL DETAILS

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Date of Birth	: 15 MAY 1991
Nationality	: Indian
Marital Status	: Single
Driving License	: YES
Language Known	: English, Malayalam, Hindi, Tamil, Kannada
Hobbies	: New Gadgets update, Badminton, Football

## ADDITIONAL SKILLS

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- Fast Learner & Hardworking.
- Easily adaptable to a new environment and have the drive and enthusiasm to be a team player.
- Ability to learn new Emerging Technologies.
- Quick learner and a good team player
- Strategic Planning & Problem Solving.
- Hard Working, Enthusiastic & Innovative.

## DECLARATION

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I hereby declare that the above information is correct to the best of my knowledge and I bear the full responsibility for the correctness of the abovementioned particulars.