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**CAREER OBJECTIVE**

To work in a high-energy and challenging business environment that will promote professional and personal growth while adding significant value to my employer.

**SUMMARY**

I am fully committed to becoming an expert in the IT industry and value every experience as a learning opportunity. I have an expansive knowledge in multiple aspects of IT support including software, hardware and computer configuration.

 In addition to gaining good exposure Information Technology Area, completed essential certifications required such as **RHCE, CCNA** which will enhance my knowledge and skills set required for this field.

**EDUCATION**

* **Bachelor degree in Business Administration at Madras University.**
* **Diploma in Electronics & Communication Engineering Vemuganthi Manohar Rao Polytechnic, Warangal, Andhra Pradesh.**

**PROFESSIONAL CERTIFICATIONS**

* **REDHAT** Certified Engineer (RHCE) (CERTIFICATE NUMBER: **160-124-038**)
* Cisco Certified Network Associate (**CCNA**)
* Trained on Microsoft Certified System Engineer (**MCSE**) and **VmWare 5.5**.

**WORK HISTORY**

**Role: Senior System Engineer**

**Organisation: MSys Technologies (Bridge2Solutions)**

**Roles and Responsibilities:**

* Modify and install new Images for all employees including Chase, Apple and Citi employees supporting Windows 10 and MacOS
* Create software/patches for MacOS and Windows OS to be automated to user computer by performing a silent install through Desktop Central.
* IT administrator for all requested software and licenses requested for all Projects (Chase, Apple and Citi employees)
* Windows 10 support, MacOS support, hardware and software repair, user accounts support and administration via Active Directory.
* Administrator for Multifunction Authentication Server for all employees to grant access to VPN while using token from mobile devices.
* Create/Modify: Cisco IP phone, distribution list, shared mailbox, security group, group policies, user permissions, Bitlocker Encryption, CA Certs, file vault, softphone, network profiles, Outlook support, patch deployment, software deployment, switches and routers.
* User mailbox configuration, backup, equipment mailbox on exchange server 2012.
* Patch lower environment, production server and DR servers as per schedule.
* Setting up new email box in exchange server 2010.
* Handle Change ticket and follow the process.
* RHEL & CentOS server installation.
* Performing User ID creation, modification, deletion and maintain server security.
* Configuring and managing shared folder permission.
* Xen virtualization, VMware.
* Creating Virtual machine templates & migrate the VM from one host to another host.
* Adding disk from data storage to VM’s, increasing vCPU’s and vRAM to virtual servers
* Hardware upgrades (RAM, CPU, HBA’s)
* Configuring rules in firewall.
* Configuring VPN end point connection in client system.
* Configure WIFI network, wireless printer, switches and routers.
* Handling Cyberoam, Sophos and Palo Alto firewall.
* Router configuration &Wireless network Configuration.
* MacAfee EPO web console management.
* Troubleshoot & resolve issue related to drive encryption & MacAfee agent.
* Implementing ISO Policy like Encrypting Hard disk, asset handling and documentation.
* Responsible for taking backup from attendance server, firewall, Routers and Switches at regular interval.
* Manage database administration assignments for diverse industry clients. Enhance perform restores, implement recovery procedures, handle performance tuning and conduct regular system backups.

**Role: Senior Service Engineer**

**Organisation: Emoksha, Chennai**

**April 2009 to Dec 2012**

**Roles and Responsibilities:**

* Provided Tier 1 and Tier 2 level support through our Tickets system in timely manner
* Setup and configure software, grant administrator right to user profiles and resolved technical issues as they occur around the facility
* Create new images for new hire laptop and completing a Ghost backup for termination employees while saving secured information on the server
* Interact with the clients to resolve the queries, issues & problems.
* Responsible for trouble shooting of peripherals like different types of Printers, SMPS, Monitors, LCDs, and Laptops.
* Comprehensive knowledge of Microsoft office applications, other desktop hardware & software applications.

**Service Engineer at Kaiser IT Solutions, from April 2004 to 2009**

**System Administrator at Microstar Computer Solutions from May 2000 to March 2004**

**Personal Details:**

Father’s Name - K. THANGARAJ

Date of Birth - 28th March 1976

Gender / Marital Status - Male / Married

Nationality - Indian

Language Known - Tamil, Hindi, English & Telugu

**DECLARATION:**

I hereby declare that the information given above is true to the best of my knowledge.

Place:

Date: **VinodhKumar T**