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## PROFESSIONAL PROFILE

Seasoned IT professional with 4 years of experience in Windows system administration, Networks, Virtualization and Infrastructure. Worked on technologies like Hybrid IT architecture, SAN, NAS and HCI infrastructure. Certified HPE Edge-to-cloud Architect, Microsoft Azure Solutions Architect and VMware VCP.

## TECHNICAL SKILLS

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| **Skill** | **Components** |
| * Security
 | Sophos Antivirus, SSL Certificate management, Incident Response, Secureworks XDR, Crowdstrike Falcon |
| * Scripting
 | Python scripting, Powershell, Batch Scripts, CMD |
| * Networking
 | LAN, TCP/IP, DHCP, VPN, Firewall, HPE Switches |
| * Operating Systems
 | Windows 10/11, Windows Server 2012/2016/2019/2022, Ubuntu |
| * Cloud
 | Microsoft Azure, Office 365, Google Cloud |
| * Hardware
 | HPE OneView, StoreEasy NAS, Proliant and SimpliVity servers, DELL PowerEdge servers, ME/Powervault/Unity SAN, Tapedrives |
| * Monitoring Tools
 | SCOM, SolarWinds, WhatsUp Gold, Lansweeper, Armis, vROps, AD Manager |
| * Productivity Apps
 | MS Office 2016/2019/2021, Outlook, Office 365, Google Workspace (GSuite) |
| * Administration
 | SCCM, Active Directory, Exchange 2010/2013/2016, Azure, O365, Qualys |
| * Ticketing Systems
 | Salesforce CRM, JIRA, Service Now, SysAid, KASE |
| * Backup
 | Veeam, Proxmox backup, Commvault, Zerto |
| * Virtualization & VDI
 | VMWare ESXi, Hyper-V, VCenter, Citrix, Nutanix |
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## WORK EXPERIENCE

**Infrastructure Engineer (L3) (04/**2022 – Present) Auxilion, Dublin, Ireland

* Plan, deploy and manage the virtualization, storage and server infrastructure. Also maintain the existing infrastructure by fine tuning and troubleshooting as required.
* Act as L3 escalation point for VMware, HPE and DELL Server/Storage, Citrix, Lync issues.
* Troubleshoot and ensure reliability on Microsoft Exchange, Lync, Vcenter, CommVault and storage solutions
* Proactively monitor the infrastructure via VRoPs, Solarwinds, Lansweeper, SCOM and WhatsUp Gold
* Conducted daily health checks, maintained and managed VCenter infrastructure for DMZ, Production and test zones.
* Support the client in implementing new IT projects by planning, doing technical analysis and integration checks
* Plan, arrange, and rollout Windows patches / feature update through SCCM for the users with minimal business impact.
* Worked in Windows Server migration (2012 – 2019) for key systems like DHCP, Certificate Authority and DFS with minimal downtime.

**Service Desk Analyst - L2 (04/**2021 – 03/2022) Auxilion, Dublin, Ireland

* Managed User Accounts in Active Directory, Exchange 2013 Mailboxes, and Intelicom (PBX) Phone account and file sharing set-up. Also Managed group policies and security policies
* Experienced with file servers, Remote Access, Sophos Antivirus, Veeam backups, Thinclients, and VPN; Create, configure, maintain and delete network printers on/off print servers.
* Dealt with DNS, DHCP, TCP/IP, firewalls and configured HPE and Aruba network switches time to time
* Actively participated in automating repetitive Active Directory tasks with Python
* Manage Citrix environment with Director and also add/remove applications on XenDirector catalogue.
* Monitor servers and VMs hosted through VMware VCenter and ESXi
* Actively participated in VMWare cold migration to newly setup HPE SimpliVity servers
* Installation, configuration and commissioning of network devices (Switches, NAS, and APs)
* Responsible for Cloud server snapshots, decommissioning, disk adds and cloud cluster migration of virtual

Machines on VMware Vcenter

**Technical Support Specialist – Google Workspace Support (11/**2020 – 03/2021) TELUS International, Cork, Ireland

* Proficient in first line phone resolution, chat and email support for Google Workspace users including India, Australia, UK, USA and Africa
* Responsible for meeting SLAs and CSAT targets, improving KPI, reducing customer effort and providing excellent experience to customer.
* Task ranged from helping customers add domains to Google Workspace to complex troubleshooting of their products.
* Writing scripts and working with APIs to reduce customer effort in solving complex Workspace issues.

**Cyber Security Analyst Intern (12/**2018- 07/2019)

OXOLAB, Kerala, India

* Host, network, and web application penetration tests
* Web/API applications security testing and Source code analysis
* Proposed remediation strategies for remediating system vulnerabilities
* Developed Security Testing Plan, Security Assessment Report, Security Assessment Questionnaire, Rules of Engagement, Proof of concepts, Test Summary Explanation reports
* Provided occasional assistance with the development and maintenance of internal Red Team methodology, to include training program.

**System Administrator Intern (10/**2017-04/2018) OL IMPEX, Cochin, Kerala, India

* Actively assisted in setting up a network of 120 users spread over 5 different sites in India.
* Investigate, troubleshoot and resolve user´s computer issue reasonably within the SLA.
* Took part in imaging windows laptops, pushing remote update and maintaining Exchange servers.
* Assisted network team in migrating VMs across hosts within a HA cluster to perform maintenance tasks on ESXi hosts. Also documented the procedures in a easy to read method for business users.
* Assisted in troubleshooting and repairing of desktop PC and laptops.
* Created clones from existing VMs (both live and powered-off)

**Junior Network Engineer**

**Milisecond Store Ltd. (**10/2016-03/2017)

* Actively assisted in virtualizing different VMs in VMWare and application virtualization using Citrix
* Escalated complex tasks to the relevant technical teams.
* Volunteered the senior networking team in implementing network backbone, VLANs, and setting up Cisco switches and routers

## EDUCATION

**MSc in Computing**, Dublin City University, Dublin, Ireland (2019-2020)

Key Modules: Secure Programming (C), Cryptography, Network Security, System Software (Linux).

**Bachelor of Engineering**, Chandigarh University, Punjab, India (2015-2019)
Domain – Computer Science

## ACADEMIC PROJECTS

* CyberHawk–Implemented an anti-theft software solution for windows computers with Python and associated lightweight frameworks.
* ARPDetect**-** Developed a ARP poisoning detection suite using Python and Scapy and implemented it in Linux systems.

## ADDITIONAL TRAININGS AND CERTIFICATIONS

**Microsoft Azure Administrator (AZ-104) (**2023)

**Designing Microsoft Azure Infrastructure Solutions (AZ-305) (**2023)

**Microsoft MTA Server Administration Fundamentals (**2021)

**Microsoft Azure Fundamentals (AZ-900) (**2022)

**HPE ATP – Hybrid IT Solutions V2 (HPE0-V14) (**2021)

**HPE ASE – Hybrid Solutions Architect (HPE0-S57) (**2022)

**HPE ASE – Edge to Cloud Architect (HPE0-V27) (**2024)

**Cisco CCNA (**2021)

**Aruba Certified Switching Associate (ACSA) (**2021)

**VMWare Certified Professional (VCP – DCV) (**2022)

**Networking with Security - HPE** (2017)

## REFERENCES

Available upon request