



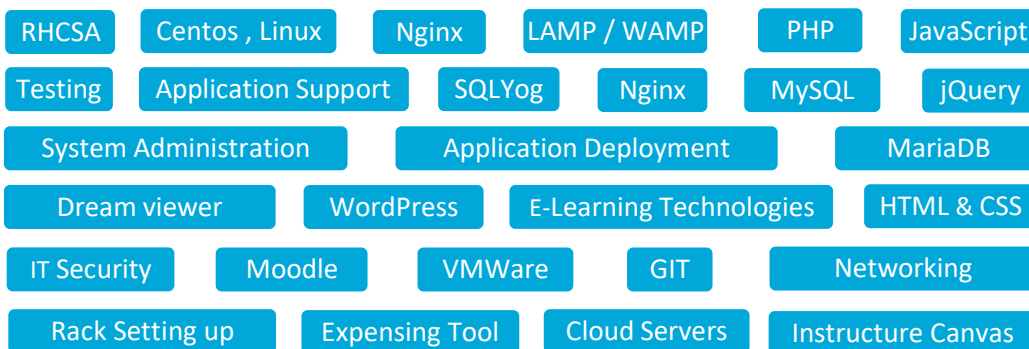
VARGHESE VALUMANNIL SIMON

Red Hat Certified System Administrator



12+ Years experienced Information Technology, IT- Infra Management, Linux and Windows System Administration, software Development, Deployment & support in Linux and Windows Environment, CMS and E-Learning systems specialist.

SKILLS



EXPERIENCE

OFFICER - INFORMATION TECHNOLOGY

1st April 2014 - Present

VFS GLOBAL – DIPLOMATIC AREA, BAHRAIN

(Previously with Al Etimad Modern Business Solutions. Taken over by VFS Global from 01-10-2018. Position changed from IT Coordinator to Officer - IT)

VFS Global, serves as specialist partner for diplomatic missions to various countries such as UK, Australia and Schengen, Italy Canada etc.

- First point of contact for all the IT issues and requests in 5 VFS Offices in Bahrain.
- Manages 5 IT rooms, security systems including Access control, IDS systems and panic alarms, CCTV etc.
- Developed PHP & MySQL , Wordpress Applications, deployment in Linux on Nginx web server , MariaDB MySQL database on a CentOS AWS server (With Al-Etimad, January – May, 2017 for Bless Bahrain concert).
- Application support, Linux Server management, Data Backup, MySQL Database management and Back up using shell scripting/crontab (With Al-Etimad, January – May, 2017 for Bless Bahrain concert)
- New Office Rollouts includes
 - Hardware procurement and installation, software installations including OS and drivers and testing, Staff training.
 - Setting up IT- Room, Connecting all network devices including switches, firewalls, routers, patch pannels, setting up Racks, crimping, coordinate network cable pulling with vendors, connecting computers and networks.
 - Coordinate with ISP for internet line installations.
- Adhering VFSG IT process/Policy.
- New Office Rollout support to remote IT teams for application deployment.
- ISO audit compliance support with respective stakeholders.

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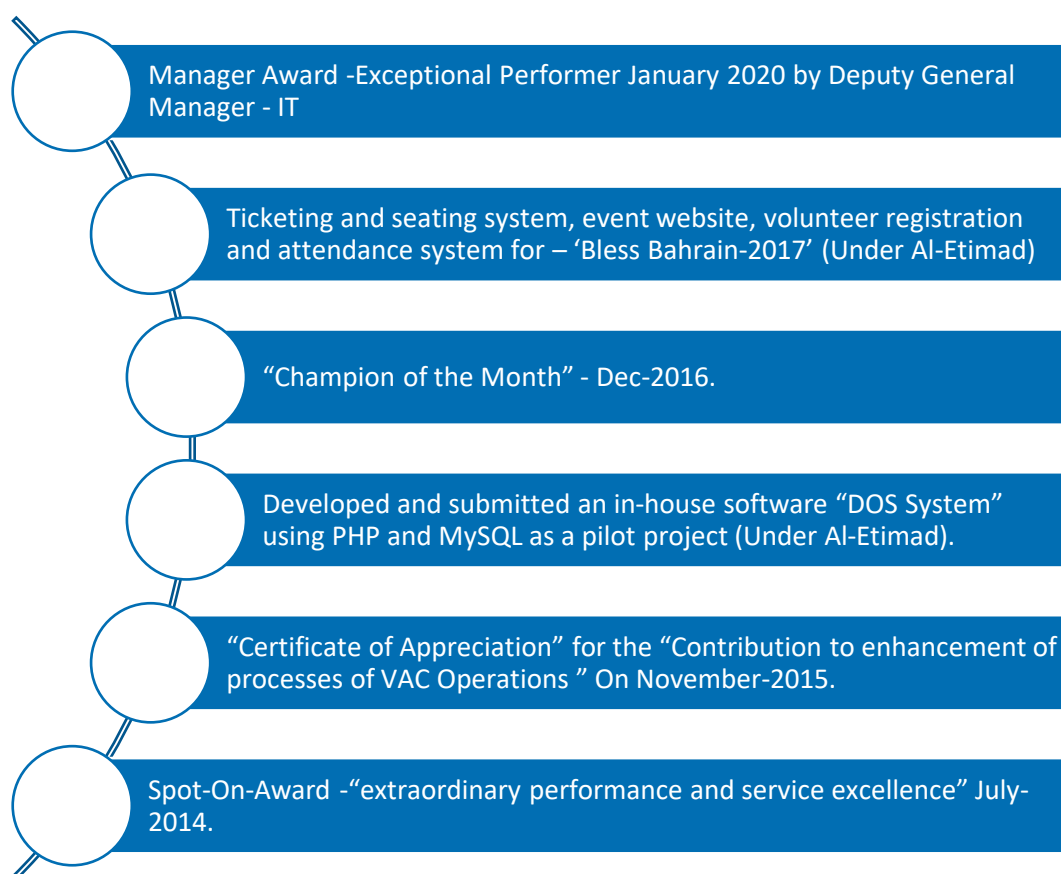
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[varghesevs](https://www.linkedin.com/in/varghesevs)

Passport No: S2899946
Nationality: INDIAN
Expiry Date: 12-03-2028

- IT CAPEX/REVENUE Procurement and coordination with local vendors and Central procurement team.
- Day - to - day IT support for all offices and its IT rooms
- IT Inventory and hardware procurement management.
- Coordinate with remote IT support teams for timely resolution of IT issues.
- IT-related requests from the other Enabling unit members (HR, Finance, Admin)
- Error diagnosis, analysis, reproduction, and follow escalation matrix.
- Workaround / viable alternate error correction.
- IT Issue Call management and closure.
- Recommendations and implementation assistance for improvements.
- Resolve Network (ISP, WAN, LAN) Connectivity Issues.
- Support for Internet (ISP Coordination), network and Mail Issues.
- Installation and configuration of new systems as per company requirement.
- Installation and configuration of all VFS standard software.
- Coordinate with local and central support teams for any IT related activities.



SPECIALIST E-LEARNING

14th Nov 2011 -28th Jan 2014

REVENUEMED INC. – TECHNOPARK, TRIVANDRUM, INDIA

RevenueMed- headquarters is in Norcross, USA- (Merged with Navigant BPM) is a fast-growing provider of outsourced medical coding and revenue cycle services to health care providers.

- Development, implementation and support for various in-house software such as – Shift Reporter, Batch Loading Log Parser and IRIS user manager (a plug-in for IRIS chat app user management) using PHP and MySQL.

- Owner of 4 instances of internal training and evaluation applications 'RevTrain' and 'RevCAT' - A customized version of open source E-Learning application 'Canvas' by Instructure developed in Ruby on Rails environment.
- Install new Centos/Linux servers on VMWare and fine tune the server for web applications or database installation.
- Manage the application servers (running on Centos/Linux) in India and in the US including Test servers, Database servers, Multiple Live servers and other supporting application servers like Kaltura, Big Blue Button, create new application instances as per request etc.
- Administrator of two instances of helpdesk application (modified version of Kayako Helpdesk) installed on CentOS/Linux Server. Administration includes configuring application, get technical help from the Kayako support team , upgrading the application version, user management, password reset, report generation using KQL etc
- Developing web applications for internal purpose using PHP and MySQL
 - Shift Reporter- Which helps the team members to send report about daily work done and pending works as an email to pre-configured email ids. System has an archive page which will list the sent emails like an email inbox.
 - Batch Loading log parser –Which will list the batch loading details by parsing the batch loading log. The application will also help the user to get the report as an xls file.
 - IRIS User Manager - An application developed to manage the internal chat application users. Access to this application is restricted by user login and the user login function is integrated with the Active Directory.
- Deploy the applications and its databases which I developed on Centos/Linux servers on LAMP (Nginx web server and MariaDB Database) and manage the systems.
- Work closely with the IT team and keep all servers in good health, OS updated and supporting software updated.
- Work with different departments in the company and give instructions for creating contents and force the content creators to follow the company policies while creating contents.
- Add training materials to the courses in different live instances of E-Learning applications and keep all contents organized.
- Manage user enrollments to the E-Learning courses on RevTrain and RevCAT.
- Technical support for the development team to create plug-ins like custom coding question and other modifications.
- Check for different supporting applications, plugins and methods to improve the application performance and usage, closely watch and participate in the application related online forums.
- Application UI customization for already using in-House applications.

DEPLOYMENT TEAM LEAD

16th Aug 2008 -13th Nov 2011

E-LEARNING RESEARCH LABS, AMRITA UNIVERSITY – KOLLAM, KERALA, INDIA

Amrita E-Learning research lab is a professional body under Amrita University. It utilizes a radical but professional methodology for developing technologies and has in-house research capabilities as well.

- Tam lead (technical) for the application support for the users of live classes and live conferences using the E-Learning application A-VIEW (<http://aview.in>).
- Managing the production servers (Windows Servers) in various part of the world remotely.
- Coordinate all A-VIEW implementations all over the World
- Software quality committee member (six sigma)
- Coordinating Module wise testing and Load testing of software and bug reporting
- Recruitment of Implementation engineers
- Coordinate with different organizations like IIT-Bombay , IIT Kharagpur, MHRD, IIT Chennai for their workshops through A-VIEW
- Implemented A-VIEW and its servers in different IITs and its affiliated Colleges.
- Coordinated with IIT Bombay “Talk to a teacher program” workshops for 1200 teachers in India through A-VIEW.
- Implemented A-VIEW Meeting (a Video Conferencing tool) in Department of science and technology as part of Connect ONE project by DST.
- Gave application demos Shri. Kapil Sibal – Former Minister of HRD, Dr. S Ramadorai - Advisor to the Prime Minister of India in the National Council on Skill Development, Dr. N K Sinha- Additional Secretary (TEL), Mr. Sujith Banerjee- Director, Department of Science and Technology, Dr. D B Phatak - Subrao M. Nilekani Chair Prof. at IIT-Bombay, Dr. A K Ray, IIT Kharagpur, Dr. Mangal Sundar, IIT Chennai etc.
- Deploying and testing A-VIEW in 10000 colleges in India as part of the NME ICT NKN project from MHRD.
- Coordinator (Technical) for MHRD weekly discussion with students from all universities in India , Free tuition program of MHRD and IIT Bombay for poor students in India through A-VIEW and Ask A Question By IIT Bombay.

EDUCATION & CERTIFICATION

