



CURRICULUM VITAE

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Career Objective

Possess over 14+ years of experience in IT Operations with IT Procurement, IT Asset Management, Microsoft 365 Administration, APM, Designing Customer journey (CVM/CEM), Self Service as core experience. Have displayed outstanding abilities in IT Operations, IT Procurement, IT Assets Management and Exit Employee asset management. My aim is to use my existing knowledge and develop my skills as needed to support any reputed organization and to work in challenging & rewarding environment to enhance my technical skills and develop further professionally

Software Skills

| | |
|-------------------------|---|
| Operating System | : Windows Server 2016 & 2012 R2, Ubuntu Server 20.04 Windows 10, Windows 11, Ubuntu Desktop |
| Software | : TYA Procurement Tool, ManageEngine Service Desk, ManageEngine Desktop Central, Microsoft 365 Administration, New Relic & AppD APM, SEDCO CVM/PVM |
| Certification | : New Relic Certified Performance Pro, MCSA & CCNA Certified SEDCO – CVM Technical L1 & L2 Certified |
| Technologies | : IT Procurement (TYA Procurement), IT Asset Management (Asstrak Solutions), SEDCO – CEM & CVM, Microsoft Server Administration – AD DHCP DNS WDS IIS, Apache (Ubuntu), Microsoft 365 Administration, Extreme Networks (Wi-Fi – AP), VMware 15, Palo Alto Firewall, New Relic – APM, DocuSign, Acronis, Hiren’s Boot, SYSPREP |

Work Experience

IT Assistant Manager at GUS Education India LLP, Hyderabad – India since July 2021 till September 2022

Brief about the Company:

GUS Education India is a service wing of Edu-Tech giant **Global University Systems (GUS)** based in Europe. In India, it's a full-service digital marketing agency that delivers scalable online marketing services to Global University Systems' and its associated brands. As a frontrunner in building digital eminence for a suite of academic brands, GUS Education India is a rapidly growing organization with hybrid work model

Job Summary:

- Managing day to day IT Operations for smooth and IT Procurement alongside IT Asset Management
- Designed IT procurement cycle which helped the organization to segregate the assets at different brand level (Brand here is referred to Universities)
- Have designed IT asset allocation and management for multiple brands within the organization which helped brands to have visibility on their IT inventory
- Improved IT asset management from manual excel to automated process using inhouse Asset Management Software
- Administer user and licenses management in Microsoft 365 Administration Online
- Managed different OUs in the AD for multiple brands and zones
- Have created and managed GPOs for different OUs according to brand requirement
- Responsible and authorized to wipe user's data remotely for absconding users to protect company's data using Zoho's Desktop Central tool
- Have pushed management to secure drives using Microsoft's BitLocker and successfully driven the project for entire company. Used Microsoft Azure and third-party repository for BitLocker key storage
- Used Zoho's Desktop Central tool to manage IT asset and its peripherals
- Have created and managed DLs for the company as per the brands requirement
- Defined and took lead role in creating intranet website which helped internal L1 support representatives to perform their duties faster. This in turn improved end user experience with faster resolutions
- Create and publish IT announcement related to phishing, safe internet usage, Dos & Don'ts
- Conducted technical seminars for the team from time to time

Technical Manager – IT at Flex Tech Solutions Co LLC, Dubai – UAE since November 2015 till July 2021

Job Summary:

- Configured Self Service KIOSK Lab using SEDCO's CX Builder
- Actively involved in DEWA Payment service project for ENOC (POC) and successfully completed the POC project
- Created practice LAB of New Relic APM and proved NR APM capabilities to various customers in the region
- Configured New Relic APM successfully on site for various customers in test & production environments
- Created lab for Customer Journey (CVM) for testing latest updates before implementing on Bank servers for smooth upgrades with no downtime
- Supported in configuration for banks & schools with Extreme Networks APs devices for wireless internet solutions
- Configured and administered in house HP ProLiant DL 360 G6 & G8 Servers with Windows Server 2012 R2 STD, Windows Server 2016 STD
- Manages the team and assigns tasks accordingly
- Help team mates to learn about the APM monitoring and Customer Experience
- SEDCO – CVM/CEM planning, installation and configuration at RAKBANK – UAE
- Configured and maintained FLEXTS network using CISCO Switches (catalyst 3750 PoE)
- Configured Palo Alto Firewall for FLEXTS
- Configured, implemented and maintaining ESET Protect (server) 8.0 & (Web Console) Version 8.0 for FLEXTS end points
- Migrated Email Exchange from GoDaddy to Microsoft Office 365
- Configured WD – Network Storage (NAS) with user access permission as per Flex's Network Access Policy (Intranet & Internet Access)
- Acronis, Ghost backup and recovery
- Hiren's Boot password recovery and back up

Senior IT Administrator at InnovaTech Systems Pvt Ltd, India from January 2015 till November 2015

Over **1 Year** Experience with **Darwish Elevators Company – OTIS division, Qatar** as **IT Administrator** from **January 2014 till January 2015**

Having **2 Years’ Experience** in **Genpact, India** as **Process Developer** from **November 2011 till December 2013**

Possess **3 Years’ Experience** with **JK Enterprises, India** as **System Technician** from **June 2008 till September 2011**

Technical Skills

Server : Windows Server 2016, Server 2012 R2 – Active Directory (AD), GPO, DHCP, DNS, WDS, IIS, Remote Desktop Services, Working knowledge of Ubuntu Server 20.04

Security system : Palo Alto PA220, Cyberoam CR25ia, Cyberoam CR25iNG

Networking : CISCO Router & Switches

Technologies : TYA Procurement Suite, Zoho Desktop Central, New Relic APM, SEDCO – PVM/CVM, Microsoft 365 Administration, CISCO R&S, VMware, Hyper-V, Extreme Networks, DocuSign

Educational Qualification

| S. No | Name of Degree | Institution | Board/ University |
|-------|-------------------------------------|---|---------------------------------------|
| 1 | Bachelor of Computer Science | VSS Degree & PU College, Hyderabad, India | Periyar University, Tamil Nadu, India |

Personal Information

Driving License : UAE (LMV – Manual)

Languages : English and Hindi

Nationality : India

Visa Status : Visit Visa

Availability : Immediate

(References – Available upon request)