

# Litu Varghese

## IT Systems Administrator



### PERSONAL DETAILS

Litu Varghese  
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Nationality: Indian

### PERSONAL SUMMARY

*Skilled systems administrator with 7 years of professional experience in Infrastructure Management. Expert and highly familiar with a wide variety of security, engineering, virtualization, networking, and operating system software.*

### EDUCATION

May 2013

**M.S, New York Institute of Technology**

Master of Science in Electrical and Computer Engineering with a GPA of 3.06.

December 2007

**B.Tech, Mount Zion College of Engineering India**

Bachelor of Technology in Electronics and Communication Engineering with a GPA of 3.33.

### PROFESSIONAL EXPERIENCE

**Hilal CTS -Al Hilal Group Bahrain**

IT Administrator Aug 2014 - Present

*Duties in brief:*

- Installation of New Server OS as VM's and troubleshooting all server related issues.
- Administering Exchange Email server 2010, 2013 and Office 365 related issues. Assigning access rights of shared mailboxes for users. Creating distribution groups for users.
- Configuring Cisco and Avaya IP Telephony for users. Troubleshoot and resolve all IP Telephony related issues.
- Monitoring and administering Veeam Backup and Recovery Solutions using tape and disk drives and restoring the backup data.
- Configuration and administration of Cisco Core and Edge switches. Configuring Vlan and troubleshooting network related issues.
- Administration and Configuration of Cisco WLC, SonicWall and Fortinet firewalls. Creating address objects, groups and firewall security policies.
- Configuring file share network mapping by assigning permissions for users. Applying quota management for shared folders. Configuration of Active Directory for users and attributes, group policies, DHCP and DNS management.
- Monitor antivirus client status, update and events on user workstations through the Authority enterprise antivirus console.
- Creating and configuring remote VPN for clients and organizations. Configuring VPN clients on user laptops and tablets.
- Administration of Ameyo Call Center Software. Programming of Fingerprint and access cards for new users.

**Northstar Technologies-Al Hilal Group Bahrain**

Systems Engineer Aug 2013 – Aug 2014

*Duties in brief:*

Project in Gulf Daily News (GDN) Bahrain

- Providing technical support to Gulf Daily News (GDN) for Apple Mac OSX Server.
- Installation of new software and troubleshooting for Apple devices such as iMac, Mac Mini and Windows Desktops and Laptops for editors, sub-editors and reporters in the GDN Domain.

### AREAS OF EXPERTISE

Server Administration and Repair

Exchange Server, 0365

Storage, Vsphere and Hyper-V

IT Security, Backup and Recovery

LAN/WAN/WLAN Administration

IP Telephony

Cloud Platform and Infrastructure

Mixed-Platform Environments

Network Routing & Switching

Systems Installation,

Configuration and Upgrading

### PROFESSIONAL CERTIFICATIONS

**MCSE-Cloud Platform and**

**Infrastructure**

**MCSA-Windows Server 2012**

**CCNA-Routing and Switching**

**RHCSA**

**VCA**

## PERSONAL SKILLS

*Hardworking*

*Passionate*

*Multitasking*

*Focused*

- Installation and onsite support for Mediaware Center (Newscycle Solutions and Saxotech Inc): An Editorial Software newly implemented to generate the pagination layout for newspaper based on the articles and news provided as input.
- Upgrading the OS and installing Adobe products such as Indesign, Incopy, Illustrator and Photoshop for editing articles.
- Configuring email for users using Google Apps.

### Telephone, Internet and Office Support

- Listening to customer complaints about internet issues and fixing them.
- Installation and Troubleshooting of Windows Desktops and Apple devices in office.
- Installing & Configuring Network Printers and troubleshooting it.
- Programming and Installation of Panasonic PBX telephone systems.
- Programming of Mitel IP PBX system and providing support to users for IP Telephones.

## LANGUAGES KNOWN

*Fluent English*

*Fluent Hindi*

*Native Malayalam*

*Intermediate Tamil*

### ***Kanika Marine Services Bahrain***

IT Engineer                      Aug 2011 – Aug 2013

#### *Duties in brief:*

- Installation and Troubleshooting of Desktops and Laptops in Network.
- Maintaining the Database resources and backup.
- Implementing Security Issues and solving user problems related to it.
- Configuring and Managing Wireless LAN.
- Remote Administration and Troubleshooting Activities.
- Responsible for taking the daily backup on external HDD.
- Installing & Configuring standalone and Network Printers.
- Experienced in handling Microsoft Office and configuring Microsoft Outlook.
- Complete Helpdesk (Hardware & Network) Support for Head Office and other locations.
- Maintaining, analysing, troubleshooting, and repairing hardware and computer peripherals.

## PERSONAL INTERESTS

*Reading*

*Music*

*Cycling*

*Playing Football*

## REFERENCES

*Available on request.*