



ROSHAN JOSEPH

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~ Senior IT and System Consultant~

~ IT Infrastructure

Industry Preference: IT/ Telecom/ Banking

PROFILE SUMMARY

- Performance-driven Professional with **over 14 years** of experience in:

~ IT Infrastructure Management

~ Network Administration

~ IT Security Management

~ Networking

~ Change management

~ Key Account Management

~ Vendor Management

~ Systems Administration

~ Team Management

- Expertise in managing the servers from the management server with Altiris, CITRIX ,VM Ware , Hyper V, Nutanix, Remote desktop protocol and deployment of OS and applications by using the management server, Risk assessment, Vulnerability checking.
- Skilled in **administering, implementing & maintaining Infrastructure and security** through a methodical approach & security tools
- Instrumental in **developing various security processes and procedures as per standards and best practices**; ensuring compliance to information and variety of mission-critical **functions** and Security policies for the company
- Proven leader** with outstanding relationship building skills, strong communication abilities and exceptional emotional intelligence that excels in matrix and hierarchical structures

WORK EXPERIENCE

Since Oct'14 with IT People

Projects : Ahli United Bank – (Leading International Bank), Presently designated as IT Infrastructure Consultant
Gulf International Bank designated as Senior IT Infrastructure Consultant

Sep'10 to Oct'14 with Palm Capital – Investment Firm, Manama- Bahrain

Last designated as Senior IT Infrastructure Administrator

May'08 to Sep'10 with Seera Islamic Investment Bank, Seef (From IT People)- Bahrain

Last designated as Senior Infrastructure Administrator

Nov'05 to Apr'08 with Bahrain Telecom (www.batelco.com) - ISP, (From ANIS)Bahrain

Last designated as Server Support Analyst

Key Result Areas:

- Spearheading complete portfolio of projects including cost budgeting, planning and execution of programs; providing inputs on the project strategy, budget, policies and major issue resolutions.
- Monitoring outstanding issues; ensuring the quality & timeliness of the deliverables; reporting on the project's progress and escalating issues.
- Recommending IT infrastructure requirements and upgrading to ensure acceptable levels of Security, Disaster Management and Data Recovery plans
- Designing and applying solutions/policies that would meet or exceed functional, operational, performance, analytical and security requirements while minimizing technical risks in implementation

Highlights:

- Attained:
 - Appreciation from different clients of Koluthara Systems
 - Appreciation Letters from Customers like HCL, HP and Wipro
- Achieved:
 - Best Support Engineer Award from Bahrain Telecom
 - Best Engineer Trophy from Wipro Info Tech (Bangalore)
 - Employee of the Month Award
- Acknowledged for the Company getting the ISO 9002 certificate for the service

PREVIOUS WORK EXPERIENCE

May'03 to Oct'05 with Bin Hindi - a GROUP of company having ISO, Bahrain
Last designated as Sr. Systems Engineer

CERTIFICATIONS

- Pursuing CISSP,CISA and PMP
- AWS Certified Solutions Architect – Associate Certificate
- ITIL Certified
- Cisco Certified Network Associate (CCNA)
- Microsoft Certified Systems Engineer (MCSE)
- MCSA on (Messaging)



TRAININGS

- | | | |
|--------------------|--|-------------------------------|
| • Exchange Server | • SQL Data Base Administration | • Cloud Computing AWS / Azure |
| • ISA Server (TMG) | • PRIMEPOWER Administration | • Printers |
| • Network Security | • Structured cabling and Server Rack Restructuring | • CITRIX Technology |
| • MOM and SMS | • HP Server and Storage products | • Data Center Technology |
| • Cloud Computing | • Windows NT & Networking | • Virtual Server / Hyper V |
| • . NET Developers | | • Vm ware and Virtualization |

TECHNICAL PURVIEW

- Hardware: Servers, Routers, ASA, Switches, Hubs, HP Blade servers , SAN / NAS Storage, IBM Blade Servers and x 3650 M4 server based machines, Voice Fax/Modem, multimedia, Various type of scanners, Multifunction devices, Digital cameras, CD's, Zip Drives and other Tape Backups, Verities Net backup utilities, Routers and Switches, Personal Computers, Laptop Computers.
- Networking: Design and implementation of Networks. (Hubs, Terminal Servers, Switches, SAN switches, Routers, Wireless Access Points) Knowledge of High Availability (HA) and Disaster Recovery (DR) options for Server environment
- Software: MS-Office, Auto-CAD, Photo Shop, Project 2000, CITRIX ,VM Ware , Hyper V, Nutanix Technology and Visio
- Windows servers with all versions Configure DHCP, DNS, MOM, SMS, Exchange, Lotus notes / Mail Server, WSUS and FTP
- Data Base / RDBMS : SQL 6.5 and Oracle 8i & 9i on windows
- Tools : Remedy tickets, BLT ticket, Landesk ARS call handling, Omni back II, HP service desk, Measure ware, HP jet-admin, Service Request on Lotus Notes, Glance Plus, Net view, Perfiew, VCCE, virtual SM, Tivoli Storage Manager (TSM), Webstats, BMC Patrol, BMC BGS, GPMS-ticketing system, Putty, Chargeback, Virtual tech, Infoman, Virtual change, Config-DB, iknow, jabber, Sametime, office communicator.
- Security: Network Security analyzing, Risk assessment, Penetration testing, Security patch updating, Vulnerability checking of the servers and networks, Implementing the policies and procedures for the network system. Virus protection System-configuration & monitoring and reporting.
- Hardware RAID configuration Mirroring with striping, troubleshooting
- TCP/IP Network and Exposure to LAN /WAN related products
- Security / Device / Patch / network Management and Backup & Restore (Tivoli Server Manager- TSM) Veritas Backup solutions, clustering the servers, SAN Storage in HP
- Printer configuration and troubleshooting
- Suggesting the suitable system up-grade for hardware components like RAM, Storage devices
- Creating & Managing Domains and Backup domain controllers and DNS registration
- Configuration of DNS, WINS, IIS, DHCP, Radius, VPN and RAS
- Managing user accounts and profiles in a domain.

ACADEMIC DETAILS

- Engineering Diploma in Computer Science –IHRDE (Model Poly Technique Mala , Kerala- State Board of Technical Education, India

PERSONAL DETAILS

Date of Birth: 20th October, 1975
Languages known: English, Hindi & Malayalam

ANNEXURE

PROJECTS EXECUTED

At Ahli United Bank and Gulf International Bank

Period: Oct'14 till Date

Environment: - Analyzing Network, Servers and all applications logs for security auditing. Reporting and fine-tuning the security related issues and solve the issue ASAP. Give recommendations to tighten the network related devices like Firewall and switches. Take audit report from the Banking applications Like Swift, Imal, AS400 etc. checking the port open and traffic going through and attack incident. Well versed with administration and management of routers, firewalls, IPS, WAF, proxies, web/ smtp content filters, SIEM, DLP, antivirus especially in technologies related to **Microsoft, Cisco, McAfee, Clear Swift, F5, Checkpoint**. Effective security assessment process including Vulnerability management, Risk management, configuration compliance, Log reviews, network security work with the ISO to ensure that all systems are implemented with the required security baseline and to ensure that all ISO requirements are fulfilled. Application Security and permission support for SCCM, Manage Engine, Murex, IDMS, Moody's, Bassira, UBS (Flex cube), Fermat, Smartlite, AML, SigCap applications. Ansible and Jenkins

Provide administration processes, including monitoring of system health and performance, to ensure high levels of performance, availability, and security within the storage system.

VMWare and MS Hyper-V implementation and support knowledge for the banking and critical application software. CITRIX , VM Ware , Hyper V, Nutanix , Support for the high availability (HA) Systems, DRS, and support MS / Virtualization servers

At Palm Capital Investment

Period: Sept 2010 to Oct'14

- Environment: - Managing the All the IT related systems Including the Servers, Voice and Data, Telephone systems, Network systems, Security Systems, Access Control Systems, All products related with the Data Center. Implementing the security policies and procedures for the users and monitoring the implemented policies. My responsibility includes supporting all Server based services Like Domain Controller, Data Base Server, Exchange Server, Cloud Computing, Hyper-v, Black Berry Server and Document Management System. Monitoring and reporting Data connectivity and replication to the DR site. Control and monitor the activities by giving appropriate controls on the System, applications and the Workstations. Managing Day today activities for the Data Center. Implementation of Access Control systems, CITRIX Technology , CCTV Systems, PA Systems, WIFI Systems, etc.

Responsibilities:

- Implementing:
 - Network and Data Center system for a Real Estate and farming Projects.
 - Security system Project for a Real Estate Company Including the CCTV , WIFI and Access Control system
 - BlackBerry Server and the Document Management System

Provide 24x7 support for critical production systems

- Carrying out migration of the Exchange server 2003 to 2007 and to 2013
- Administer and control IT security policies regarding applications, internet, email, VPN, LAN and WAN and physical access to IT equipments
- Manage telecom solutions utilizing our networks such as IP telephony, video conferencing (LYNC) and fax solution.
- Administer and monitor all the telecommunication lines, leased IP VPN, PRI, internet ADSL and Fax solution.
- Functioned in ISO Certification team for achieving the ISO (Farming Project.) with Security process and procedures
- Planning and Designing for a disaster recovery (DR) site.
- Monitor systems' access via audit trails, access logs or online monitors and ensure that only authorized users can access the system
- Perform other duties of a comparable level as assigned and verification of SLA .
- Manage Microsoft security solutions like (RMS, PKI, Bitlocker, FIM, server and client hardening)
- Hardware Exposure to platforms (DELL, IBM, COMPAQ, HP) Servers, Desktops, Laptops
- Shifting Data Center to an another location with minimum down time

At SEERA Investment Bank

Period: May'08 to Sep'10

Environment: - Supporting all the Servers and Network systems for the Seera Investment Bank Bahrain. Managing all Type of Active Directory and Domain based jobs as well as infrastructure projects for the Bank (IBM Blade server). Supporting core banking applications and applications like SWIFT, Reuters and Bloomberg.

Responsibilities:

- Assisted in supporting all Server based services Like Domain Controller, Data Base, File and Printer server, Proxy and Fire wall / ISA server , Exchange / Mail server, Blackberry, IIS, Back Up server, Windows Update Server, Anti Virus Server etc.
- Supporting the Peripherals like Multifunction device, Scanner, Fax, Printer. The network contains Routers, Switches, Hubs, ADSL Modems, Modems, DTU and all types of Network devices. The operating systems are Windows 2003 server, Windows XP and

Vista clients. All kinds of system admin activities like performance Tuning, Disk management and User management, Security Management, Device Management, Patch Management, Network Management and Backup / Restore Management (Tivoli Server Manager- TSM), Clustering the server and SAN Storage in HP technology.

- Involved in setting the users appropriate user permission in the active directory by using Group policy and Scripts. Control and monitor the activities by giving appropriate controls on the System, application and the Workstation. Creating user policies like internet and Email. Procedures and policies for all the activities for the Help Desk, Data Center and Server related operations. Creating the proper Change management policies and procedure for the activities related with the support.
- Carried out:
 - File server migration of Win 2003 from 32 bit server to 64 bit server with proper control measures
 - Implementation of WSUS server for windows update and Security system & Antivirus server system
- Designed Active Directory with 64 bit win 2003 server with-out any down time and disaster recovery (DR) site
- Migrated the Exchange 2003 to Exchange 2007 with 64 bit OS Technology
- Troubleshooting of all specific OS / Network / Storage faults and solving and fine tuning of security holes

At Bahrain Telecom (Batelco) ISP.

Period: Oct'05 to Apr'08

Environment: Supporting the Servers and Network systems for the Bahrain Telecom (www.Batelco.com). Managing all types of Server based administration jobs. Handling all type of Servers and having more than 1600 users .The Servers like HP, HP Blade servers, Compaq, Dell, Unisys and new Blade servers, Linux servers, SAN and NAS Storage, Backup systems like EMC etc.

My responsibility included in the whole infrastructure support (24 x 7 environments with L3 support) of all servers. All kinds of System Admin activities, Network design according to the usage, OS installation, migration, kernel tuning, patch management, performance, Security + Antivirus and policy management, disk administration and Customer Consultation. Risk assessment, Security patch updating, Vulnerability checking of the servers and networks, Virus program configuration and monitoring

Responsibilities:

- Carried out migration of the 1600 Novell users to New Active directory (windows 2003 Servers)
- Involved in:
 - Implementation and configuration of the SMS server for the corporate network
 - Implementation and configuration of MOM (Microsoft operations Manager) server for the Servers and users in the corporate network
 - Configuration of CITRIX Technology ,WSUS server for windows Update
 - projects for the Share point portal server, BizTalk server And E-Learning
 - Backup solution for the corporate network including SAN and NAS
 - troubleshoot specific OS / Network / Storage faults

At BIN HINDI GROUP of Company

Period: Apr'00 to Oct'05

- Environment: Handling more than 500 workstations and servers in 10 different geographic locations, which are connected through WAN, and LAN Networks. The Data Center contains more 15 Servers (Data Base, Proxy / ISA, Exchange, IIS, Back Up, Fax, Printer). The network contains Routers, Switches, Hubs, ADSL Modems, Modems, and DTUs. The operating systems are Windows Advanced Server, Windows 2003/2000, UNIX servers, NT Server, Workstation, Windows XP, 2000, 98 clients. All kinds of system admin activities, OS installation, migration, kernel tuning, patch management, performance management disk administration and User management and user permission. The locations are connected using ISDN, ADSL and Wireless Network. My job involved in configuration of all client computers and Network troubleshooting, CITRIX Technology ,Network cabling solutions and providing complete network and hardware support for Multinational and Corporate companies, as well as home users. Have installed & configured Touch Interactive Board along with projection system. Configuration of POS Computers network as well as standalone environment.
- CSD, Ministry of Finance, Bahrain
 - Configuration of more than 500 Network points, including two NT servers (Exchange & Proxy). The structured cabling is including the UTP and Optical Fiber.
- US NAVY, Bahrain
 - I have made the structured cabling in the Us Navy for the Billing & Selling sections. Configured the server as a domain (PDC) and having the 25 Point of Sale (POS.) machines and some desktop computers.
- Salmaniya Hospital, Ministry of Health, Bahrain
 - I have configured more than 150 computers in a network having Windows NT 4.0 & Novell. Up gradation of 90 computers from lower configuration to higher, and up gradation, from win3.11 & win95 to WinNT workstation
- Gulf Air, Bahrain
 - I have Support & Administration of the network. I have also handled more than 3000 computers in the network having Exchange/ Proxy/ Web/ Backup server.