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**Objective:**

Currently seeking a position wherein my server administration, security, networking skills and procurement can be used to the fullest.

**Experience Summary:**

An IT Professional with over 18 years of experience in configuring, managing and maintaining LAN/WAN, VPN networks with strong knowledge in network/security/server administration and technical support.

Installation and configuring Windows Servers 2003/2008/2012, Firewall (SonicWall/Untangle), mail servers (FTGate), terminal servers, and database administration or SQL Servers, My SQL, and SIP Servers.

Outstanding communication skills with ability to interact with clients, vendors and customers providing exemplary customer and technical support in addition to imparting knowledge and training to subordinates efficiently.

Ability to identify needs in terms of identifying and obtaining software/hardware and negotiating with vendors for the best suitable option available.

A highly flexible and adaptable performer with ability to work both individually and in a team environment to accomplish common and individual goals, ability to learn new technologies required to effectively perform as a Network and Systems administrator.

Part of HIPAA implementation team leading the Network Department and successful in both certification and maintenance of the same.

**Certifications:**

Managing and maintaining of Windows server 2003.  
Implementing and managing MS Exchange server 2003.

**Academic & Professional Credential:**

Diploma in Mechanical Engineering.  
MCSE training at Indian Institute of Hardware and Technology, Bangalore.

## **Work Experience:**

**Organization:** Maharaja Institute Of Technology.  
**Designation:** Lab Instructor  
**Duration:** August 2019 – Till Date

**Organization:** M/S Infosense Technologies Pvt Ltd.  
**Designation:** Network Engineer  
**Duration:** May 2017 – April 2019

## **Job Responsibilities:**

- Monitoring and troubleshooting of both physical and logical network, optimizing performance, and implementation strategies including but not limited to rebuilding the entire network infrastructure.
- Successfully implemented cable management solution to ensure minimal downtime and redundancy.
- Administrate and maintain the group of Windows 2008/2012/2016 high availability servers ensuring uptime, applying applications and operating system patches, applying appropriate security policies and performing backup and recovery duties. During this time, successfully upgraded server hardware to support Windows Server upgradation from Server 2008 to Server 2016 with group policy and WSUS configuration.
- Successfully upgraded all Desktop clients to Windows 10 Pro 64 bit with SSD hardware to improve performance.
- Responsible for seamless functioning of the network department thereby ensuring minimal-to-no downtime of systems/servers in the company.
- Implementation of cloud-based Antivirus solution with Ransomware protection for all network-connected devices with advanced endpoint detection and response.
- Responsible for contract negotiations with Internet Server Providers and ensuring latency to client locations are within the agreed SLAs.
- Was part of the technical team to successfully implement Office 365 solution for the entire organization. This included SharePoint implementation and moving all mailboxes from godaddy service provider to Office 365 Exchange Online.
- Troubleshooting electronic health records (EHR) applications and optimizing performance as and when needed based on client's requirements.
- Successfully moved from SonicWall firewall to Untangle firewall for one particular network to get more control of the network and utilize the Next Generation features of the Untangle firewall with implantation of different policies to control webcontrol traffic and improve security controls.

**Organization:** M/S Wipro Limited  
**Designation:** Manager  
**Duration:** September 2016 – April 2017.

**Worked in Wipro as a Manager in CPO department looking after the procurement of Computer Hardware.**

- Analyzing and processing the requests received from requester via Enterprise SAP ARIBA procurement application and in house WEBUY tool.
- Setting up the kick off call with requestor to understand the requirement which will help us to have an effective negotiation with vendor.
- Interaction with internal teams for stock check and proceeding with the procurement.
- Managing the rate card for IT products and servicing.
- Handling reverse auctions and awarding PO to the vendors.
- Contracting vendors for managing recurring requirements related to specific units.
- Addressing the vendor concerns and closure of timely payments to vendors.
- Publishing MIS reports on order status, spend reports.

**Organization:** M/S Infosense Technologies Pvt Ltd.  
**Designation:** Network Engineer  
**Duration:** May 2013 – September 2016

**Job Responsibilities:**

- Provided design of both physical and logical network, optimizing performance, and implementation strategies including but not limited to rebuilding the entire network infrastructure.
- Administrate and maintain the group of Windows 2000/2003/2008 high availability servers ensuring uptime, applying applications and operating system patches, applying appropriate security policies and performing backup and recovery duties.

- Maintenance of mail server integration/migration across different mail hosting providers.
- Maintenance of firewall services and routinely perform vulnerability assessment of all systems and servers in the network.
- Develop and maintain technology policies, standards, procedures manual and checklists. Responsible for technology documents/certificates such as product registrations, SSL certificates, SLA and ensure compliance with software licensing for OS, applications and third party products.
- Responsible for seamless functioning of the network department thereby ensuring minimal-to-no downtime of systems/servers in the company.
- Identify, negotiate, and obtain from vendors best suitable option with regards to new software/hardware/domain maintenance/website maintenance/mailbox maintenance and any new requirement that arise from time to time.

## **Projects Handled**

- Successfully handled a project for the past two and half years in the healthcare back office domain supporting US physicians by providing real-time medical documentation. This process uses cutting-edge wearable technology and high-end applications to ensure seamless connectivity between client and service provider. My role included managing the design of infrastructure to satisfy both client and company requirements, installation of domain control/active directory, firewall, security which includes implementation of CCTV, biometrics on the personnel front and implementation of group policy on the network, firewall policies, all software updates, per HIPAA standards on the software/hardware front.
- Successfully implemented technology integration of M/S HealthOffice with Infosense Technologies Pvt. Ltd. This included integration of servers, desktop computers, and several other critical software applications thus building one secure network.
- Successful upgradation of database server from Windows Server 2003 to Windows Server 2008.
- Successful upgradation of IIS 6.0 to IIS 7.0.
- Successful upgradation of Active Directory from Windows Server 2003 to Windows Server 2008.
- Successful installation of new server to accommodate latest versions of Java, MySQL, etc., which is now being optimally utilized for all latest software applications and website developments.
- Successfully handled the project of integrating Mailchimp into our business processes, particularly handling bulk mailing with assistance from the software team.
- Successfully managed a project using third party software “Mail2DB,” which is being used to save mails to the database in an organized manner.
- Been a part of software group handling website management and have exposure to Cpanel, Joomla, etc.

- Currently working on the implementation of Raspberry Pi which is a credit card sized computer to help our business interest in agriculture, particularly in managing sensors for reading temperature, humidity, pH levels of water, electrical conductivity, etc. This technology allows remote alerts through SMS/e-mails on any disruptions or change in the sensors to help make necessary adjustments for optimal plant growth. Currently, Raspberry Pi is being used instead of Thin Client as a remote connection to connect to the terminal server.

**Organization:** M/S MYSHORE ITSOLUTIONS INDIA Pvt. Ltd  
**Designation:** Technical Head  
**Duration:** May 2011 – April 2013

#### **Projects Handled:**

- **Nemmadhi.**

Technical in charge for 30 districts (Karnataka) with a team of 35 technicians reporting to me on this project. Responsibilities included coordinating any technical challenges and deployment of the new releases between SDC (GoK) and the clients deployed across Karnataka that consisted of about 850 centres and 200 talukas (600 Client systems in Taluk and 850 client systems in Hobli level). Coordinating between the GOK and the software team for development of new web based application.

- **Aadhaar UIDAI for 4 districts**

This project was taken up by me right from inception and responsibilities included performing as the overall technical incharge of the project. Responsible for implementation of procurement and deployment of both hardware and software as per project guidelines. Responsible for maintenance of database which include, collection of data from all four districts, update, backup, and upload to Government of India data center.

- **Driver Insurance - Project of Labor Department**

This was a project which was put in place by the Government of Karnataka to help all commercial drivers obtain insurance. Worked as the technical head in this project and responsibilities included collecting data from all centers across Karnataka thereby assisting the Labor Department in successful distribution of insurance policies. Was instrumental in developing the website for the project in coordination with the software team.

**Organization:** M/S HealthOffice India Pvt. Ltd.  
**Designation:** Sr. Systems Administrator  
**Duration:** June 2002 – April 2011

## **Job Responsibilities:**

- Monitor, manage and maintain a diverse small business network comprising of over 250 workstations, Windows 2003/2008 servers, Firewalls, Mail Server, VPN, SIP Server/VoIP solutions and infrastructure, SANs, SQL Servers and Anti-virus server.
- Lead to a team of professionals responsible for the day-to-day administration and support of various network technologies, troubleshoot networks, systems, and applications to identify and correct malfunctions and other operational difficulties.
- Primarily responsible for completing a highly complex Windows domain upgrade from 2003 to 2008, with seamless post-upgrade operability. Streamlined sites and services, reconfigured the Flexible Single Master Operation (FSMO) roles, DHCP, DNS, WINS, AD/LDAP, administered Internet Information and Internet Security and Security Services, as well as designing and configuring group policies.
- Maintenance of 64 bit clustering for application server (IIS), SQL Server and COM+ components with MSMQ. Load balancing web clusters.
- Co-ordinated with SME's in Medical Transcription and Medical Coding and Software Department to implement workflows, security rights, access rights and to automate project related workflows (automated FTP upload/download, automated mail for reports and software generated bugs).
- SQL Database Administration, performance monitoring (using Profiler), establish disaster recovery protocols by implementing Backup (Onsite and Off site) and Restoring, Configuration of Log Shipping (Database backup).
- Responsible for Deployment and Maintenance of various applications: Deployed SVN source code repositories with backup and restore policies, Deployed Bug Tracking system, Hardware inventory database, Network monitoring tool, Payroll processing software and Intranet portal.
- Develop and maintain technology policies, standards, procedures manual and checklists. Responsible for technology documents/certificates such as product registrations, SSL certificates, SLA's and ensure compliance with software licensing for OS, applications and 3<sup>rd</sup> party products.
- Core team member of the HIPAA implementation team, applying security policies in ADS, Firewalls, Mail servers and physical security of hardware infrastructure.
- Coordinate with service providers and ISPs and ensure production up time, Negotiate with vendors for best deals available, communicating with clients across different countries.
- Installation of Network Printers and other devices. Installation of Application Software's, patches, hot fixes.
- Additional responsibilities and duties included 2nd level support for general systems administration, as needed technical support and training of new technical professionals, 2nd/3rd level support of various LAN/WAN related issues, change management, and following corporate policies and procedures.

**Organization:** M/S Manipal Medirecords Pvt. Ltd.  
**Designation:** System Administrator  
**Duration:** Aug 2001 – June 2002

- Primary activities included, but were not limited to, facilitating and supporting any and all tier 1/2/3 technical issues including: installation, configuration, design, and troubleshooting for all LAN/WAN technologies.
- Review network/server performance parameters. Run regular audits on all systems and network devices.
- Provides technical support by phone, remote screen sharing, and in person when required, to maximize first-call solve rates for local and remote users.

### **Computer Knowledge**

Operating System	Win Server 2012 R2 Win Server 2008 (32 & 64 bit), Win Server 2003 (32 & 64 bit), Win 2000 Server, Win 7, Win Xp, Win 2000 prof.
Application	MS-Office-2000, MS-Office-2003, MS-Office-2007, MS-Office 2010, and MS-Office 2013

### **Personal Details:**

Nationality	:	Indian.
D.O.B	:	21.06.1968
Marital Status	:	Married.
Hobbies	:	Cricket, Chess and Computer games.
Languages	:	English, Kannada and Hindi.