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IT Support Engineer

**Dynamic and results-driven professional offering extensive experience in managing all aspects of technical programmes to provide cost-effective products as per client requirements.**

Adept at leading cross-functional teams in IT Implementation projects from planning to successful completion. Possess strong understanding of maintaining IT infrastructure, networking, and process improvement. Skilled in gathering customer requirements, defining product roadmaps, and driving product launches. Instrumental in identifying and promptly resolving all complex issues to improve overall operational efficiency. Expert in delivering exceptional technical assistance to team members for streamlining all programme functions. Excel at co-ordinating with teams of engineers, developers, QA, and operations to streamline product development initiatives.

Areas of Expertise

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| * IT Infrastructure * Change Management * Application & Systems Architecture * IT Operations | * Monitoring Tools * Troubleshooting * Network Management * Technical Support | * Process Improvement * Azure / AWS * Windows Server * L1/L2/L3 Support |

Career Experience

Handmade Adda, India 2016 – 2022

Technical Consultant

Supported in developing robust strategic plans to establish and grow business. Assisted in design and development of venture and website. Facilitated teams in organizing promotional initiatives for handmade products regarding export activities in collaboration with Export Promotion Council of Handicrafts. Delivered holistic instruction to fellow business owners on Social Media tactics and current developments during Covid-19 pandemic.

* Providing Technical consulting for over 200 SME’s based on their needs and budgets
* Troubleshooting issues related to Order placement, inventory management, website updates.

Intuit, India 2012 – 2016

Systems Engineer II

Administered entire IT network infrastructure, comprising server patching, upgrades, and problem resolution. Provided technical assistance with applications, including CA Spectrum, Ehealth, Splunk, HP Sitescope, Cacti, Rsyslog, CA Wily, Opsware, Graphite, and Seyren. Evaluated all processes to analyse their impact on various departments.

* Ensured 100% monitoring coverage of all Network devices and Servers by launching a project to fill identified key gaps in monitoring.
* Planning and executing the upgrade of all Monitoring servers from Windows 2008 to 2012 ensuring availability of Monitoring during the activity as per industry best practices for the organization.

Electronic Arts, India 2010 – 2012

Systems Engineer II

Installed Spectrum, Service Assurance, eHealth, and Trap Exploder at EA headquarters in Redwood Shores in close co-ordination with external vendors. Managed various operations regarding design and execution of backup strategy, redundancies, and rollout to five data centres. Devised and deployed robust action plans for NOC, infrastructure, and network teams. Collaborate with customers to assess intricacy, practicality, and range of new features and functions. Delivered exceptional technical design services, comprising functional/technical design guidance, requirement analysis, and analytical documentation/review with key stakeholders and IT personnel.

* Conducted comprehensive research to analyse overall efficacy of various Enterprise Tools.
* Ensured compliance with ITIL standards during administration of new configuration changes and improvements.
* Facilitated communication between Infrastructure teams, Network Operations Center, and Third-Party Vendor Management (CA).
* Onsite Implementation of CA Spectrum and eHealth at EA Headquarters in Redwood Shores, CA, saving 200 hours of billable Consulting and Architect hours.

Tesco , India 2005 – 2010

Senior Technical Analyst

Own the complete Enterprise Monitoring applications including CA - Unicenter Management Portal, Spectrum , eHealth

* Deploying complete monitoring infrastructure and configuration for Tesco Bank, providing operational support. Enabling changes in work streams in deployment Life cycle of servers in monitoring.
* Successfully completed the migration of the CA suite of products from Physical to Virtual Environment
* Deploying Monitoring Solution for DMZ.
* Providing Technical support to Head office users for PC, Active Directory, Sharepoint, Citrix and Outlook.

Education & Credentials

Advance Strategy for Products & Management

Indian Institute of Management–Kozhikode, India

ITIL V3 Foundation

EXIN

Advance Diploma in Computer Hardware & Networking

Jetking Infotrain Ltd, India

Bachelor of Computer Applications

University of Madras, India