

**Jyothis R.S.**

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**System Administration ~ Networking ~ Technical Support**

# BRIEF OVERVIEW

 A technocrat with **over 20 years** of cross cultural experience in **System Administration, Networking and Technical Support** of Enterprise level inter-networks.

 **Possesses over 19 years of experience** in design & implementation of **Windows NT and Windows 2000/2003/2008/2012 networks.**

 Expertise in managing **complex heterogeneous** enterprise level Microsoft networks.

 Experience in engineering and management of **Oracle and SAP** based **ERP** applications.

 Overseeing administration & installation of:

* Desktop, Server, Printer Hardware and Software Troubleshooting Jobs.
* Remote Desktop and Server support.
* Desktop and Server Administration.
* Lotus Notes Domino Server and Clients.

 Experience in installation, configuration & troubleshooting of hardware and operating system; maintained connectivity across heterogeneous networks.

 High project management skills, strong leadership, self-driven and motivated and capable of working under stress without supervision.

 Possesses overseas experience of 9 years in PME, Dubai; Safariyo Cooling Factory, Dubai; Sterling Computer Dubai and Sharjah; Al Bahja Civil Construction Company Muscat.

 Sound knowledge of IT service support, service delivery process and procedures.

# CORE COMPETENCIES

**Messaging Software :** MS Exchange server 2003 with MS Outlook and Lotus Domino Server 6 with

Client Lotus Notes 6.5.5

**Application Software :** Oracle 8i, Developer 2000, Citrix, SAP base ERP Package’s, VPN, AS-

400, Microsoft Office 2000/2003/2007/2010/2013.

**Operating Systems :** Windows 2000/2003/2008/2013, NT4.0, XP/7/10 and Linux Red Hat 6.2

**Hardware :** Trouble Shooting of PC's & Printers.

**Protocols :** TCP/IP, SMTP, POP3, SNMP, DNS and DHCP

# CERTIFICATIONS



 **MCITP** (Microsoft Certified IT Professional)

* + **Server Administrator,** Windows Server 2008
  + **Enterprise Messaging Administrator 2010**
  + **Enterprise Administrator,** Windows Server 2008

 **MCTS** (Microsoft Certified Technology Specialist)

* + Windows Server 2008 Active Directory, Configuration
  + Windows Server 2008 Network Infrastructure, Configuration
  + Microsoft Exchange Server 2010, Configuration
  + Windows 7, Configuration
  + Windows Server 2008 Applications Infrastructure, Configuration

[MCP ID: **7912007**, Transcript ID: **938614**, Web: <https://mcp.microsoft.com/authenticate/validatemcp.aspx>]

 **C.C.N.A (Cisco Certified Network Associate)** *{Course Completed}*

 **Diploma in Computer Service Engineering** from Accel School of Computer Technology, Chennai

# PROFESSIONAL EXPERIENCE

**Al Bahja Civil Construction Company L.L.C.,** (<http://www.albahja.com/)>

**Muscat as Senior System Analyst**

**Feb’ 13 – Mar’ 21:**

*The Al Bahja Group, established in 1947 consists of several dynamic companies with diversified business interests in Oman and throughout the GCC. The group today enjoys leadership status in all its business.*

# Role:

 Steering complete operations Server Administration for the Company sector various divisions.

 Troubleshooting remote administration through Remote Desktop, DameWare Mini Remote Control and Team viewer Utility.

 Setting up and maintaining networks for backup and recoveries.

 Updating the security features, patches, Kaspersky anti-virus updating on workstation, laptops and servers.

 Administering Active Directory, Antivirus, ERP Package- Xpedeon & Proxy Server support.

 Coordinating and Installation of Servers, Desktops, Laptops, Routers and MFD Printers.

Overseeing administration & installation of Desktop and Server Administration at site and Head office.

 Configuring system policies and implementing file and directory permissions and User and Group management.

 IT Infrastructure product testing before implementation at Site and HO and Purchasing the IT Products.

 Managing SQL Database Data Server, Application Server, File Server, AD Domain Controller Server, Kaspersky Security Centre Server, Biometric Server and 85 Desktop’s at HO and 65 Desktop’s at site through remote.

 Managing Team and Vendor coordination.

**Cochin as IT Purchase Officer (IT Project Purchase – Administration)**

**Amrita Institute of Medical Sciences and Research Centre,** ([www.aimshospital.org/)](http://www.aimshospital.org/))

**Jun’ 11 – Jan’ 13:**

*AIMS offers a total and comprehensive health solution comparable to the best hospitals in the world. The AIMS team is comprised of physicians, surgeons and other healthcare professionals of the highest caliber and experience. AIMS features one of the most advanced hospital computer networks in India. The network supports more than 2000 computers and has computerized nearly every aspect of patient care including all patient information, lab testing and radiological imaging.*

# Role:

 Steering complete IT Purchase operations for the Amrita Vishwa Vidyapeetham University, Colleges and Schools under Amrita Vishwa Vidyapeetham, Amrita TV, AEPL and AIMS Hospital.

 Coordinating with Vendors for Installation of Servers, Desktops, Laptops, Routers and MFD Printers at Site.

 Managing Team and Vendor coordination.

**MetLife India Insurance Company Limited,** (www.metlife.co.in) **Cochin as**

**Senior Systems Administrator (Senior Executive – Services)**

**Feb’ 08 – Jul’ 10:**

*It is an affiliate of MetLife, Inc. and incorporated as joint venture between MetLife International Holdings, Inc., The Jammu and Kashmir Bank, M. Pallonji and Co. Pvt. Ltd. and other private investors. It is fastest growing life insurance companies & serves its customers by offering a range of innovative products to individuals and group customers at more than 600 locations through its bank partners and company-owned offices.*

# Role:

 Steering complete operations for administration of 115 Computers, 47 Laptops and Server Administration for the Insurance sector various divisions.

 Troubleshooting remote administration through Remote Desktop, Net Meeting and Dame Ware NT Utility.

 Setting up and maintaining networks for backup and recoveries.

 Updating the security features, patches, anti-virus updating on workstation, laptops and servers.

 Administering Company Active Directory, Lotus Notes, McAfee Antivirus, & Proxy Server support.

 Installation of Servers, Desktops, Laptops, Routers and MFD Printers.

 Client installation and configuration of Oracle base ERP Package with Server connectivity, McAfee Antivirus, and AS 400 Application Software support.

 Ensuring that updates and maintenance are performed on the current Systems, Laptops and Servers.

 Ensure that the Network infrastructure is up and running.

 Performing regular backup & restoring operations using HP backup device.

 Analyzing corporate network applications and client server environments.

 Overseeing administration & installation of

* Desktop and Server L2 Administration.
* Lotus Notes Domino Server and Clients.

 Configuring system policies and implementing file and directory permissions and User and Group management.

 Preparation and submission of monthly reports.

 Managing Team and Vendor coordination.

**Dec’ 03 – Jul’ 07: CMS Computers Limited,** (www.cms.com) **Kochi as Customer support Engineer**

*It is leading IT solutions provider with 8000+ professionals worldwide offering wide range of solutions and services across various verticals in strategic IT consulting, Networking, Training, Outsourcing, Platform delivery, Facility Management, Customizing & Implementing Solutions, Onsite service & Application Management support.*

# Role:

 Imparting Hardware/Networking/Messaging support to key clients.

 Rolling out solutions at different client sites.

# Key Clients Handled Include:

 Desktop, Server, Printer, Networking, Lotus Notes, Outlook, McAfee, Symantec, SAP, Oracle issues o nsite on call base field support provide to the following customers [Reliance Infocom, Hutch, UNI, IFFCO Tokyo, Kirloskar, Star TV, SBI, SBT, Reliance Life Insurance, HDFC Standard Life, MetLife, JetAir and Airtel.]

# Key Projects Executed

**Title : ERP Migration**

**Client :** Voltas Limited, Cochin **Duration : Jan’ 04 – Mar’ 04 Role : Team Leader**

**Overview :** It is India’s biggest Air condition and refrigeration company. The Core Application software of Company is ERP in Citrix plat form.

 Installation of Citrix client base ERP Application and its configuration.

 Software migration and configuration of Citrix client base ERP Package to SAP client base ERP Application and ensure the server connectivity. Server is located at Mumbai Head office.

 Installation and configuration of SAP ERP Package in Voltas Region office and other branches across Kerala through Remote.

 Server and Desktop support of Region office.

 Performing regular backup & restoring operations using I-Omega backup device.

**Title : Central Message Migration**

**Client :** Voltas Limited, Cochin **Duration : Jan’ 06 – Mar’ 06 Role : Team Member**

**Overview :** There are around **4500** NT4.0 servers across the world; part of Voltas’s multiple master domain model. Voltas is currently using **Lotus Notes Domino Mail Application as** their mail server, holding more than 165,000 Mail boxes and running on different NT servers all over the world.

# Role : Team Member

 Administering a team of 4 members for migrating all mail boxes from Old server running on **NT4.0** to a Central messaging server running **RedHat 6.2** as Operating system

 Performing necessary directory replication on all Mail hubs and other servers for migration.

 Installing, configuring and troubleshooting Lotus Notes in client machines.

 Lotus notes client version updation in entire Branch.

**Title : Windows 2000/2003 Active Directory Implementation and Server Management**

**Client :** Vodafone Mobile, Cochin

**Duration :** Apr’ 06 – Jan’ 07

# Role : Team Member

**Overview :** It is India’s is India’s biggest and Leading Mobile Service Provider Company. The overall Windows 2000 Datacenter project is driving global consistency in operating systems for Laptops, small applications server and Desktops across Vodafone.

# Role: Team Member

 Creating new sites (Total planned sites is 10) and installing & configuring new Windows 2003 servers in different locations for the upcoming Windows XP roll outs.

 Server and Desktop support of the Branch.

**Sterling Computers,** (www.sterlingsoftindia.com) **Kochi, Dubai & Sharjah as**

**Systems Executive**

**Jun’ 00 – Dec’ 03**

*The company is engaged in business of Software Development, Consultancy, Hardware Supplies and Installation systems support, structured cabling, networking, software contractual services, etc. It is well established and successfully operating in India, Canada and United Arab Emirates serving a client base of reputed and professionally managed business and other organizations spread across diversified sectors of the business world.*

# Role:

 Spearheading network administration for 85 PC users across OS platforms like Windows 2000 Server, Windows 2000 Professional, Windows NT 4.0 Server & XP and support users for Developer 2000 & Oracle 8i administration.

 Leading a team of 15 Engineers for extending technical support.

 Updating McAfee Anti Virus and Implementing of scheduled weekly automatic updation of new Antivirus Dat files.

 Troubleshooting PC and printers and networking through LAN, Windows, NT, Windows 2000, Windows 98 & ME.

 Administering all sites with infrastructure of LAN with Windows 2000 Servers and Windows NT Servers as Domain Controllers Networks supported by 3 Com, D-Link, Accton Management Switches and Hubs.

 Providing technical assistance to field engineers regarding Operating Systems / Software’s, Internet/Intranet.

 Conducting trainings on 1st Level support for Peripheral Devices like Desktops, Dot Matrix Printers, Desk Jet Printers and Laser Jet Printers, etc.

 Onsite support for Desktop, Networking and Printer Troubleshooting calls.

# Attainments:

 Successfully handled total Annual Maintenance Contracts for providing Hardware/Networking/Messaging and Server Support to key clients including:

* Mulakulam Service Co-operative Bank India.
* Gramaswaraj Bank, India.
* Vikom Arban Bank India.
* PME, Dubai.
* Safario Dubai, etc.

# PROFESSIONAL QUALIFICATION

 **MCA** from Madurai Kamaraj University, Madurai, India in 2002. *Secured 1st Class with 68%*

 **B.Sc. (Computer Science)** from Bharathiar University, Coimbatore, India in 1998.

# KEY ACADEMIC PROJECT EXECUTED

 Successfully completed project on Closing and Opening rates of Shares at the Cochin Stock Exchange Ltd, Cochin.

# PERSONAL DETAILS

Date of Birth : 30th May 1977

Linguistic Abilities : English, Malayalam, Hindi & Tamil Passport Number : No.: T5552533 Valid up to: 12/05/2029

Permanent Address : “Jyothis” Ramadi House, Nayarambalam, Ernakulam - 682509, Kerala, India.

Reference : Reference & Other related details can be made available upon request.