

Personal Information

Name and Surname: Santhlal KB
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Nationality: INDIAN
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Profile Overview

- Microsoft Certified Solutions Associate (MCSA)
- Microsoft Certified System Engineer (MCSE)
- Skilled senior Desktop Administrator.
- Knowledge in Service now Ticketing Tool.
- Expert end-user Technical Support.
- Knowledge in entry level Active Directory Administration, DNS,
- DHCP, IIS, Group Policy Management.
- ITIL knowledge with Incident Management.

Education

2007-2011 *B.Tech Information Technology*
CUSAT, Kerala, India

PROFESSIONAL EXPERIENCE

July 2011 - September 2018 *PHOENIX CYBERTECH PVT LTD, Kochi, India*
System Administrator

December 2021 - October 2022 *PROGRESSIVE INFOTECH PVT LTD,*
Client: CODUENT, INFOPARK, Kochi
End User Analyst

- *Installing and configuring Desktop & Laptop systems.*
 - *Joining machines to domain.*
 - *Custom software installation and configuration as per client need.*
- *Active Directory Users & Computers.*
 - *Creating & Managing Users/ Computers.*
 - *Managing account membership, AD OU structure.*
 - *Password resets, unlock.*
- *Application Support*
 - *Installation, Configuration and support for custom applications in local & remote systems.*
 - *Providing training to team for the newly launched applications, products and technical issues.*
- *Desktop & Infrastructure management*
 - *Supporting over 1500+ workstations and 3000+ users*
 - *Entire support of all IT-related assets Desktops, Laptops, Network Printers, VoIP.*
 - *Attending issues through various tickets tools, tracking, follow up, issue resolution and reporting on timely manner.*
 - *Email configuration and troubleshooting in MS Outlook, Android devices.*
 - *Maintaining Hardware, Software, Application and IP inventory.*

- o Windows Patching, Anti virus and vulnerability management as per internal audit policy
- o Independently handling shifts, providing effective IT support for application issues for the business team who work in multiple time zones.

Personality

Communicative
Creativity

Punctuality
Organized

Hobby



Technology



Listening to music

Languages

English



Malayalam



Tamil



Skills

- ✓ Good communication - written and oral skills
- ✓ Excellent conceptual and analytical skills
- ✓ Effective interpersonal skills

Software skills

Microsoft Word



Microsoft Excel



Microsoft Office

