CURRICULUM VITAE

Linjo Lawrence
IT Administrator
Quality Assurance In-Charge

Email: linjo.in@gmail.com
Contact Number: 9895550002

Professional Summary

Insightful Information Technology Administration with 21 years of IT technical leadership and Client Support experience for Industrial Manufacturing Companies with the Qualification of Information Technology Infrastructure Library (ITIL). Mainly focused on Data Center Management, infrastructure design, computerized equipment maintenance, Network Administration with CCNA, Microsoft Azure Administration Associate, Software support, Antivirus Endpoint Protection with cloud control, Firewall Console Management, Telecommunication support, Data Backup & Restore Management, Microsoft Server support, IT Help Desk Management, and IT security services. Proven leader in directing IT operations independently, Industrial CNC Machine software support, complex systems, developing creative cost-effective IT solutions and CCTV & Door Access Control Management. Including oversight of Hospital Management ERP System, Computerized Medical Equipment Bio-Medical support. Dedicated to customer satisfaction with focused delivery of technical solutions.

Skills:

Information Technology Infrastructure Library (ITIL), Microsoft Azure Fundamentals AZ-900, Microsoft Azure Administrator Associate AZ-104, Cisco Certified Network Associate (CCNA), Datacenter Management, Windows Servers Management, Active Directory, Domain & File Server, Windows Operating System Administration, Network Administration, Industrial IT Administration, Hospital Management ERP Administration, Bio-Medical Equipment IT Support, End-User Hardware, Software & Network Support for Industrial computerized systems and other computer systems, Bio-Metric attendance system management, Tele-communication support and CCTV support.

Microsoft Azure Fundamentals AZ-900 Cloud Management.
Microsoft Azure Administrator Associate AZ-104 Cloud Management.
Cisco Certified Network Associate (CCNA)
Maintaining essential IT infrastructure, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware.
Take responsibility for projects and solutions within the larger business initiative.
Handle Business-Critical IT tasks and systems that provide commercial advantage for the Organization.
Enable faster and smarter business processes and develop analytics for meaningful insights.
Business Process Outsourcing.
Analyzing system logs and identifying potential issues with computer systems.
Introducing and integrating new technologies into existing data center environments.
Performing routine audits of systems and software (check list).
Performing backups and restores.
Applying operating system updates, patches, and configuration changes.
Installing and configuring new hardware and software.
Adding, removing, or updating user account information, resetting passwords, etc.
Answering technical queries.
Responsibility for security.
Responsibility for documenting the configuration of the system.
Troubleshooting any reported problems.

System performance tuning.

Ensuring that the network infrastructure is up and running.

User administration (setup and maintaining account)

Quickly arrange repair for hardware in occasion of hardware failure.

Create file systems (repair/restore).

Setup security policies for users. (e.g. firewalls and intrusion detection systems).

Adding/deleting/creating/modifying user account information, resetting passwords, etc.

Keeping the network up and running.

Hardware, Networking & Software Responsibilities.

Installation and configure software and hardware.

Manage network servers and technology tools.

Active Directory Management with Policies.

Set up accounts and workstations.

Monitor performance and maintain systems according to requirements.

Troubleshoot issues and outages.

Ensure security through access controls, backups, and firewalls.

Upgrade systems with new releases and models.

Develop expertise to train staff in new technologies.

Preparing and maintaining manuals and IT policies.

Computer Maintenance - Troubleshooting and updating.

Maintaining File Servers and Backup systems (Veritas Backup-Exec & Agent and KLS).

Internet service provider co-ordination.

Standalone and Network Printer, Thermal Printer, Scanner, Copier configuration and maintenance.

Website Domain & Web Hosting support and its renewals.

Maintaining software licensing Agreements, Co-ordination, and support.

E-Invoicing tool support.

All application software installation and support for concerned users depts.

General Support for all queries raised by the users.

Microsoft Office 365 Admin consol management, and Email/Webmail services.

Cybersecurity protection with Antivirus Endpoint and its Cloud management for corporate.

C-Panel and GoDaddy Domain Management for Website.

Installing and configuring computer networks.

Installing and configuring Cisco Routers, Switches, WLAN Controller, Wi-Fi Access Points.

Identifying and solving any problems that arise with computer networks and systems. Consulting with clients to specify system requirements and design solutions.

Budgeting for IT equipment and assembly costs.

Assessing the stability, security, and scalability of installed Windows systems.

Discussing system and server upgrades with the Management.

Installing or upgrading Windows systems and servers.

Providing technical support for staff and back-end system users.

Troubleshooting system and server errors.

Reviewing system error logs and user-reported errors.

Managing users access with Active Directory.

Maintaining existing software, hardware and upgrading any that have become obsolete.

Monitoring computer networks and systems to identify how performance can be improved.

Monitoring system performances.

Telecommunication Technical Support.

IT Vendor Management and coordination.

Maintaining server security and creating system backups and restore (Veritas Exec-Server & Agent).

End-User Software Support:

Microsoft Dynamics 365 ERP administration (Project Management, Production, Quality, Service, Sales, Finance, Supply Chain Management/Procurement, Warehouse).

Microsoft Office 365, AutoCAD, 3DS SolidWorks Essential & Sheet Metal modules, E-Plan Electric P8, Promis-e, Tekla Structure, 3D Studio Max, Microsoft Visio, Microsoft Project, Adobe Professional, Macromedia Flash, Macromedia Dreamweaver, Webhosting, Adobe Photoshop and Engineering Designing software support.

21 years of IT experience in Data Center, Servers, Computer Hardware, Networking, Industrial & Hospital ERP System, Computerized Bio-Medical Equipments, Telecommunication, CCTV, Bio-Metric attendance system, UPS & End user Support.

- **Position: IT Administrator & Quality Assurance In-Charge (IT & QA Head)**
  Experience: 11+ years of experience
  Name of Organization: Arabian Point Eight Power Co. Ltd., Saudi Arabia.

  Business Category: Electrical Systems Manufacturing Company (LV & MV Products)
  Experience of Computerized Systems: Data Center, Servers, Active Directory, Backup & Restore, AV Endpoint Protection, Firewall, Networking, Wi-Fi Control & Access points, Desktops, Laptops, Microsoft Dynamics 365 Implementation, Bio-metric Attendance Machines, CCTV, CNC Sheet Metal Punching Machines, CNC Sheet Bending Machines, CNC Copper busbar Cutting Machine, Engraving Machines, Wire Marker Machines, Online UPS.

  Managed ISO Certifications with Quality Audit: ISO 9001:2015 & ISO 45001:2018

- **Position: IT Officer (IT Head)**
  Experience: 4 years of experience
  Name of Organization: Al-Abniah Precast Concrete Buildings Factory, Saudi Arabia.

  Business Category: Fully Automated Precast Concrete Manufacturing Company
  Experience of Computerized Systems: Data Center, Servers, Desktops, Laptops, Bio-metric Attendance Machine, Master Computer for Automatic Production, Robots for Panel Frame, Automatic Mesh Welding Machine, Automatic Lattice Girder Machine, Online UPS.

- **Position: System & Network Administrator and Office In-Charge (IT Head)**
  Experience: 2 years & 1 month of experience
  Name of Organization: Archdiocese of Verapoly

  Type of Organization: Head Quarters of Latin Archdiocese in Kerala, India
  Experience of Computerized Systems: Servers, Desktops, Laptops, Tabs, Online UPS.

- **Position: IT Assistant**
  Experience: 4 years & 1 month of experience
  Name of Organization: Lourdes Hospital, India

  Type of Organization: 550 bedded Multispecialty Hospital, India
  Experience of Computerized & Network Systems: Hospital Management System (ERP), Servers, Backup & Restore, Desktops, Laptops, Medical Laboratory Machines, Ultrasound Scan Machine, Gamma Imaging Machines, CT scan, Digital X-Ray Machines, Mammogram Machines, EEG & EMG Machines, Online UPS, Printers, Copiers, Scanners, CCTV, Bio-metric Attendance Machine.

- **Position: Senior Multimedia Designer cum Network Administrator**
  Experience: 2 years & 8 months of experience
  Name of Organization: Ketees Group of Educational Institutions, India

  Type of Organization: Educational Institution, Kerala, India
  Experience of Computerized Systems: Servers, Desktops, Laptops, Online UPS, Printers Copiers, Scanners.

- **Position: AutoCAD Instructor**
  Experience: 9 months of experience
  Name of Organization: Bits & Bytes, Software & Hardware College, India

  Type of Organization: Educational Institution, Kerala, India
  Experience of Computerized Systems: Servers, Desktops, Laptops.

Accomplishments

- ERP Project executed for the implementation by Microsoft Dynamics 365 with accuracy and efficiency for Arabian Point Eight Power Co. Ltd., Saudi Arabia.
- Achieved Professional 3D Mechanical Design output for CNC sheet metal punching & bending by introducing SolidWorks software and Network license Manager for Professional Mechanical design tasks.
- Implemented E-Plan Electric P8 software for a Professional Electrical Manufacturing Designing Software to achieve Professional 2D Electrical Design output for designing low- and medium-voltage switchgear and motor control centers.
- Managed a team of APEP staff members to implement the Microsoft Dynamics 365 ERP in the Manufacturing Industrial Organization (Finance, HRMS, Procurement, Supply Chain, Sales & Marketing, Project Management, Quality Control, Production Line and Service).

Education

Information Technology Infrastructure Library 4 Foundation (ITIL® 4 Foundation)
Cisco Certified Network Associate (CCNA)
Microsoft Azure Fundamentals AZ-900
Microsoft Azure Administrator Associate AZ-104
Certified Course in Computer Hardware & Networking
Diploma in Hardware Engineering
Diploma in Software Application
Diploma in AutoCAD
3D Studio Max
Macromedia Flash
Illustrator

Software Training Certifications

E-Plan Electric P8
SolidWorks Essentials
SolidWorks Sheet Metal
Tekla Structures

Additional Information

- Management Representative for Arabian Point Eight Power Co. Ltd., Saudi Arabia
- Project Implementation Coordinator for Microsoft Dynamics 365 ERP
- Keeping confidential matters for official purposes
- Volunteer participation during Covid-19 Pandemic in Saudi Arabia.
- Easy to understand computerized technical issues and resolving with appropriate remedies.
- Appreciation emails are received from the Management for the Timely Job completion.
- Appreciations received from the Management for the dedication of hard work and fulfillment of assigned responsibilities timely.

Additional Certifications

- American Heart Association Heart Saver First Aid CPR AED Certification, e-Card Code: 225692934901
- Fire & Safety Certification, Certificate No.: 11255.
- Internal Auditor Certification for Quality + Health & Safety Management System (ISO 9001:2015 + ISO 45001:2018), Certificate No.: FN-QMS / HSE- 67512.
- Internal Quality Auditor – ISO 9001:2015, Certificate No.- QMS/AWA/I/1737/2017/01.
- Occupational Health & Safety Management System Certification, Certificate No.: FN-OHSMS
- ISO 9001:2015 Awareness Course – Certificate No. – QMS/AWA/I/1737/2017/01
- ISO 14001 Environmental Management System Training, Certificate No.: FN-EMS-57918.
- Internal Quality Auditor – ISO 9001:2008, Certificate No.- QMS/AWR+IQA/P/1332/2014/02

Languages

English, Malayalam, Tamil, Hindi & Arabic
Excellent Communication skill in English.

Hobbies

Badminton & Photography

Personal Profile

Name	-	LINJO LAWRENCE
Father's Name	-	T. Lawrence
Present Address	-	Vevukattu House,
		Thaikattukara P.O.
		Aluva 683106, Kerala.
Passport No.	-	R6690968
Date of Issue	-	23 - 5 - 2017
Date of Expiry	-	22 - 5 – 2027
Driving License ID No.	-	KL41 19990001712
Date of Expiry	-	16-5–2032
Religion	-	Christian
Sex	-	Male
Marital Status	-	Married
Date of Birth	-	31-05-1981
Age	-	42 years
Contact Number	-	+91 9895550002
Email ID	-	linjo.in@gmail.com

I hereby declare that the above particulars of facts and information stated are true, correct, and complete to the best of my knowledge.

Sincerely,

Linjo Lawrence
Aluva, Ernakulam, Kerala.