**Appunny Raj**

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# Summary

Senior System Administrator with 9.4 Years of Windows Administration, virtualization, support, Hyperconverged system, Backups, PowerShell Scripting and troubleshooting of IT infrastructure.

**Key Skills:**

**Operating System**: Windows XP /Vista /7/8/10/ Windows Server 2003, 2008, 2012.2016, CentOS, Red Hat

**Virtualization:** Installation configuration and managing of ESXI server, Hyper-V, Oracle Virtual Box, Acropolis Hypervisor virtualization.

**Applications:** MS Office.

**Ticketing tool:**Service Center and Manage Engine, Service Now

**Backup:** NetBackup, Cohesity, Rubrik, Avamar.

**Cloud:** Azure

**Monitoring tool:** Nagios

**System security:**nmap. Wireshark, Vulnerability Assessment Nessus.

**Scripting:** Batch Script, PowerShell, ansible entry level

**Antivirus:** Symantec Endpoint Protection Manager, Sophos, Fire Eye

**Employment History from:** July 2019 to till Present

**Company:** SPX Flow

**Position:**  Senior IT Administrator

* Experienced in Incident management Change Management and Service Catalog Task according to established service level agreements in a timely, accurate and professional manner.
* Experience on Dell VRTX hardware configurations, installations of OS (Windows server installations and Esxi 6.5),
* Experience in New Physical server build on physical server (Dell), Configure the RAID1, RAID5, Virtual Disk, VLAN, IDRAC, CMC.
* Experience in Windows OS upgrade In Place from Windows server Standard 2008 R2 to Windows server Standard 2012 R2 and Windows server Standard 2016 and Side by side upgrade.
* Intermediate knowledge in PowerShell scripting, Robocopy for data copy and batch scripting.
* Managing and building NewDatacenters.
* Managing and Building the VMware Infrastructure.
* Experience in creating Virtual machines from Templates, Cloning of Virtual machines, VMWARE SNAPSHOT management, VMWARE Tools, DRS Vmotion Storage Vmotion Managing Esxi hosts and cluster. Maintaining Data stores and Media management for the Guest Operating systems. Worked on VMtools and VM Hardware upgrade using update Manager.
* Worked on Server Decommissioning both physical and virtual servers.
* Experience in Esxi Patching using update manager.
* Managing the Rubrik, Avamar backup solution.
* Worked on Infoblox DNS system, Active Role Server.

**Employment History from:** December 2017 to July 2019

**Company:** Epicor Software

**Position:** Senior Datacenter Tech Operations

* Completes incidents and tasks according to established service level agreements in a timely, accurate and professional manner.
* Assists and/or consults with tiered support escalation members to achieve company defined Service Level Agreements or SLAs.
* Experience in Incident Management Change management [ Emergency Change, Standard Change and Preapproved Change]
* Creates and maintains documentation based on standards.
* Azure (Instance creation, Image creation,)
* Windows Operating systems upgrade from 2008 to 2012, Windows server 2012 to 2016
* Working experience on different hardware like HP Blade servers, Dell rack server, Nutanix Block (Hyperconverged system). Working experience on hyperconverged system (Nutanix) Prism Central, Prism Element, AHV, CVM, AOS upgrade, LCM upgrade, Foundation upgrade
* Provide support and troubleshooting for production hypervisor platforms (VMware Esxi, AHV and Microsoft Hyper-V)Creating Virtual machines and Templates, Cloning of Virtual machines, VMWARE SNAPSHOT management, VMWARE Tools, DRS Vmotion Storage Vmotion Managing Esxi hosts and cluster. Maintaining Data stores and Media management for the Guest Operating systems. Experience in Esxi Patching.
* Provide support for Microsoft Active Directory.
* Provision SAN storage (new and expansion) for physical servers and virtual Datastore like 3Par, Pure storage.
* Participate in the monthly server operating system patching cycle using Altiris Patch management tool.
* Provide support on Net backup and Cohesity backup.
* Experience in Symantec Endpoint Protection, Kaspersky, Sophos.

**Employment History from:** April 2015 to December 2017

**Company:** SDL Technologies India Private Limited

**Position:**  IT Engineer (APAC Region)

**Duties:**

* Troubleshoot hardware and software issues (enterprise applications, local/networking printing, e-mail, connectivity, remote access, and hardware issues) as support for end users (local and international remote environment).
* Windows server and client administration, troubleshooting and patching.
* Exchange server 2010/2013 managing and email migration of accounts.
* Maintain user accounts, passwords, data integrity, system access and security within policy using Active directory.
* Azure Instance creation, Image creation, adding Disk.
* Experience in Operating System Deployment.
* Virtualization virtual machine creation and management (Microsoft Hyper-V/VMware vSphere 5.5).
* Antivirus server client maintenance for the client machines and server machines.
* Experience in IT Infrastructure H/W and S/W Procurement, Vendor management and IT Assets Management.
* Experience with IP telephone administration Tech Routes VOIP systems.

**Employment History from:** July 2013 to April 8th, 2015

**Company:** Pearson India Education Services Private Limited

**Position:**  Associate

**Duties:**

* Worked on different Windows server products like Windows 2003 and Windows 2003.
* Installation, Configuration, Administration and Troubleshooting of Windows server**.**
* Knowledge in Server patching / upgrading Windows servers, using Windows server update.
* Providing technical support to customer post implementation.
* Carry out troubleshooting, repairs and services of printers, computers and other hardware.
* Coordinating with technical team, vendors and customers for implementation.
* Hardware Component Testing (Quality Check).

**Employment History from:** 7th February2012 to 21st July 2013

**Company:** Pearson Education Service.

**Position:** Service Provider

**Duties:**

* Report and follow up all issues on the day of occurrence and day of closure.
* Providing Administrative support to client.
* Installation of Operating systems Windows XP and Windows Server 2003.
* Installing and configuration of Antivirus (Server Client).
* Maintenance of Computer peripherals, Switches and Interactive Classroom Hardware’s.
* Software installation as per the requirements.

**Education:**

Completed B-Tech [Electronics & Communication] in 2009 from University of Calicut.

# Key strengths

Efficient in learning and implementing new technologies.

Works well under pressure, able to meet demanding deadlines.

Effective interpersonal and communication skill.

Having problem solving skills.

**Training:**

Diploma in Computer Hardware & Networking (N+ Syllabus).

Completed the Course titled Cisco Certified Network Associates.

Completed the Course titled VCP 550 Certified.

ITIL Foundation Certified.

Completed the Course titled CEHv9

Completed the Course Exam AZ-103: Microsoft Azure Administrator

**PersonalProfile**

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| --- | --- |
| Father’s Name | : N Asokarajan |
| Mother’s Name | : J Usha |
| Nationality | : Indian |
| Date of Birth | : 19th December 1987 |
| Passport no | : H5632081 date of issue 8/02/2010, date of expiry 7/2/2020 |
| Languages known | : English, Malayalam, Hindi |

**Declaration**

I hereby declare that the above furnished information is true to the best of my knowledge and belief.

**Place**: Bangalore

# Date: February 2, 2021 Appunny Raj