

Saravanan Subbiah

Designation - IT Administrator
Total Exp / Dubai Exp - 8 /3
UAE Driving License - Yes
Nationality - Indian
Visa Status - Expire on 27th Feb 2021
Ph Number - +971 55 415 2895
Email Address - saravananrajik@gmail.com



PROFILE SUMMARY

- A Microsoft Certified Systems Engineer with 8+ Years of cross-platform experience in system administration of managing server infrastructures and data-center operations .
- Primary focus in Windows Server Systems, Cloud Computing, Server Virtualization with Hyper-V, Vmware Citrix, SQL Database and Networking Devices.
- Incident, Change, Service and Asset management. Initiating and planning projects by establishing format, direction and base lines that allow for any variance measurements and change control.
- Communicates effectively with various entities, including System Delivery Managers, Account Managers, remote site personnel, and client technical and non-technical resources.
- Application Support Engineer with strong background assessing issues to restore applications and related technical issues.
- Demonstrated success in determining root causes of problems and writing or updating code to resolve.
- Additional Knowledge on Jenkins, Docker, Github, Nagios.

KEY SKILLS

<ul style="list-style-type: none">• Helpdesk Administrator• Linux, Windows OS, Mac OS• Network Troubleshooting• Wireshark , MSMQ• Servicepulse Monitoring• Service Insight Debugging Tool• Service Control• System upgrades• Antivirus Management• Microsoft Office Suite• DNS Administration	<ul style="list-style-type: none">• Active Directory Administration• Azure AD Connect• Network security management• SQL Server 2008/2012• SQL Database analysis• SQL Database administration• Office 365• Citrix & Hyper-V Administration• DataCenter VMware• OS Ticket, Groove, Kayako• NMC 8770, OXE, OXO	<ul style="list-style-type: none">• Cross-functional teamwork• System Administration• Jenkins• Docker• GitHub• Cloud-based Application Support• MSMQ• WSUS• IIS, Apache• FTP, FileZilla• Salesforce Lightning ,Jira
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EDUCATION

July 2009 : Bachelor Of Engineering (E.C.E) : Chennai

May 2017 : Bachelor of computer Application (B.C.A) : Chennai

July 2019 to Nov 2020

Network Support | CSS Corp- Alcatel Lucent | Chennai, India

- OmniVista 8770 Network Management System is an interface providing a unified view of OpenTouch and OmniPCX communication networks, including next-generation devices and applications.
- Provide tier 2 application support for 3 regions (APAC, EMEA, and NA) in data analysis for solving customer issues.
- Experience with VMWare ESXi 5.5 and 6.5 hypervisor installation, operation and maintenance
- Setup testing environments in VMware and support testing cycles.
- Experience with Windows Server platforms including Windows Server 2008 R2 and later
- Involved in Managing Active Directory, DNS, DHCP, SMTP, HTTP, Systems Management, Data Backup & Security.
- Provide tier 2 application support for applications and related software systems
- Installed, configured, troubleshoot and managed Microsoft Windows 2012/2016 servers.
- Manage the physical environment of the server racks including cable management, documentation, labeling, and configuration of KVM switching for console
- Discuss with Business partners and handle tickets in Salesforce and Jira
- Provide support during User Acceptance Testing to Development team. Release the components to the production system after high level verification.
- Working with R&D team to fix any issues and providing the patches and releasing them in production environment

Nov 2015 to Apr 2019

Application Technical Support | Manteq LLC- Software Solutions and Services | Dubai, U.A.E

- Worked in a DevOps model and supported developers during deployment and test of code in pre-production environments and fixed operational issues after release of code to production.
- Administration of Hyper-V environments for servers Windows 2008, 2008 R2 , 2012, 2016.
- Installed and administered SQL Server 2008 & 2012 & 2016 in development, test, and production environment
- Working on Backup/Recovery, Index Fragmentation and Analysing SQL Server Error Log.
- Upgrade/Migrate SQL Server Instances/Databases from older version SQL Server to new version of SQL
- Setup Jobs, Maintenance plans for backups, Rebuilding indexes, check server health, alert, notifications.
- Scheduled jobs to automate different database related activities including backup, disk space, backup verification
- Maintained MS SQL Server Replication for production servers to provide high availability.
- Configured Mail Profile for sending automatic mails to the respective people when a job is failed or succeed.
- Executing stored procedures, triggers index, writing scripts and creating scheduler jobs to automate the tasks.
- Windows Service which uses MSMQ for asynchronous message processing.
- Analyze the existing application's information by understanding the data transition between systems.
- Data Migration testing using SQL and checking source and target data integrity.
- Execute Data quality checks in the form of SQL queries to ensure data integrity and enforce business rules.
- Extensively involved with Data cleansing, formatting of the data to correct the mismatch in Staging area.
- Identify and address recurring/ root cause issues that can affect Data Integrity.
- Analyzing the data from HAAD and DHA for migration and fixing the missing data in SQL database

Jan 2011 to Apr 2012

Technical Support Engineer | ScioInspire Consulting Services | Chennai, India

- Administration and support of all infrastructure including, Microsoft Server 2008/2012.
- Maintain user & computer account management within Active Directory, DHCP, DNS, VOIP, & VPN systems
- Administers Users, Group and Computer objects and create Group Policy using Group Policy Management Console.
- Knowledge in windows deployment solutions
- Implemented helpdesk software and project management software with LAMP stack in Linux
- Administration of Hyper-V environments for servers 2003,2008, 2008 R2.
- Created User Accounts, Configured User Profiles, Created local and Global Groups and implemented Group Policies
- Coordinating with offshore teams to resolve Infrastructure and application related issues.
- Managing and troubleshooting Skype for Business Online, Teams, and OneDrive.
- Ability to deploy apps to the Office 365 environment.
- Coordinate and monitor troubleshooting to isolate and diagnose common system problems
- Troubleshoot the DNS servers by using tools like nslookup, event logging, debug logging
- Monitor server hardware, performance, and up time and respond to outages promptly
- Train end users on software and various other applications and hardware.
- Experience in installing, maintaining and managing various rack mounted and Blade servers.
- Assigning tickets to the respective team using Kayako Ticketing Tools.
- Generating weekly and monthly reports using Kayako Query Language (KQL) in Kayako and reporting to the manager.

Jan 2010 to Nov 2013

IV Support Technology | Sutherland Global Services | SOS Online Backup | Chennai, India

- Provided 2nd Level-Technical (Escalation) Support - Voice, Email and Chat Support for McAfee antivirus software.
- Providing technical support over the phone to all McAfee users and educate customer in computer products and how to use them
- Responsible for server asset management, including maintenance of server component inventory and related documentation and technical specifications information.
- Recommend, schedule, and perform software and hardware upgrades, patches and reconfigurations.
- Develop required reports in response to business user and management needs.
- Manage vendors, outsourcers, and contractors to secure software products and services
- Manage the physical environment of the server racks including cable management, documentation, labeling, and configuration of KVM switching for console