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| **SMITHESH KOLLARA**  Scaling new heights of success and leaving a mark of excellence in assignments which involve analytical capabilities and professional growth in **System Administration and all latest Technologies** with an organization of repute  smithesh\_kollara@yahoo.co.in  +91 9744947914, (R) +91 4802835045 |
| knowledge24x24icons Profile Summary |
| * Offering **over 21 years** of experience in **System Administration, Technical Support/Troubleshooting and all latest Technologies** * Played diverse roles including Backup Administrator, Infrastructure Architect, SCOM Administrator & Engineer, Technical Support Engineer and so on * Recognized for efficient project management – planning & execution, end-to-end, well within the set parameters * Proven track record of developing procedures, service standards and operational policies, planning & implementing effective control measures to achieve the desired goals * Entrusted with the vessel accounting and financial information; maintained front desk, which requires checking passengers into and out of the hotel and effectively working through any conflicts that may arise * Attained fast track promotion through a series of liable administrative posts * Hands on experience in end-to-end development of software products from requirement analysis to system study, designing, testing, documentation and implementation; possess Full STCW Certification * Liable for Onboard Revenue, Sales, Money, Accounting of Guests, and Crew, taking Passports of Guests & Crew and managing of all Customer Service Problems * Insightful knowledge of Microsoft Server, Networks and related protocols & providing server support for windows * Analyzing information system needs, evaluating end-user requirements, custom designing solutions, troubleshooting for complex information systems management * Knowledge of networking concepts like LAN/ WAN, network administration, IT communication, compliance & protocol * Technical Skills * **System Administration, CompTIA Server+, CompTIA A+, CompTIA N+, CCNA, Cloud/Edge Computing, Amazon Web Services or AWS, Microsoft Azure, Google Cloud, Oracle Cloud, CompTIA Cloud+, Salesforce, Cyber Security, Ethical Hacking, Digital Forensic, Penetration Testing, CompTIA Security+, XSS, CISM, CISSP, VMWare, Oracle Virtual Box, Data Mining, Data Warehousing, Power BI, Tableau, Robotic Process Automation or RPA, Google Ads, SEO, Google Analytics, Digital Marketing, Social Media Marketing, Google AdSense, Project Management, Data Science, Artificial Intelligence (AI), Machine Learning, Deep Learning, Reinforcement Learning, K Means Clustering, Q Learning, Block chain, Internet of Things (IoT), Augmented Reality, Virtual Reality, Web Development, Microservices, Agile Scrum, DevOps, Jenkins, Puppet, Ansible, Big Data & Hadoop, Sig Sigma, Quantum Mechanics, CCNP, CCIE.** * Advance Diploma in Software Engineering (3 Years Course) from Aptech Education, Mumbai. * Attended MCSE course, STCW95, GMDSS course |
| softskills24x24icons Soft Skills |
| Planner  Motivator  Communicator  Collaborator  Change Agent |
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| * Academic Details * **B.Sc. – Statistics from Mumbai University in 1999** |
| core24x24icons Core Competencies |
| |  |  |  | | --- | --- | --- | | Team Building & Leadership | Installation/Configuration | Troubleshooting/Network Security | |  |  |  | | IT Infrastructure Management | System Administration | Server Operations | |  |  |  | | Technical Support | Escalation Management | Maintenance of H/W, S/W | |  |  |  | |
| * Technical Skills * **Mircrosoft Office, SQL, SQLite, MySQL, PostgreSQL, Database Administration, Linux, Bash Shell Scripting, Kali Linux, Fedora, Debian, CompTIA Linux+, Red Hat, Sun Solaris, Exchange Server 2019, , Shopify, Wordpress, Ruby, Lua, Jupyter, Visual Studio Code, Sublime, Python, Django, Flask, Apache Spark, Apache Cassandra, REST API, ChatBot, Visual Basic, noSQL, MongoDB, Apache, HTML, CSS, R Programming, Typescript, C++, C#, .Net, Java, JavaScript, ES6, Yaml, JSon, Ajax, NodeJS, ReactJS, AngularJS, PHP, Kotlin, Assembly Language, Perl, Lisp, Prolog, Haskell, F#, Clojure, Erlang, Scala, Solidity, Golang, CompTIA Project+, Selenium.** * OSS: DOS, Unix, Win NT, Win95, Windows 2000, Windows 2008, Windows 2012, Windows 2016, Windows 2018 Pro/Server, Windows XP/7/10 * DBMS/RDBMS: FoxPro, MS-Access, Oracle 8i. * Concepts of RDS, MSMQ, Domain Controller, Active Directory, VPN’s. Use of Third Party Controls, Lotus Notes. * Reporting Tools like VSViewer, Active Reports, and Crystal Reports. |
| Organizational Experience  **Sep’19 – Present with MV Magellan Explorer, Antartctica21, Ships , Department – Engine**   * **AV/IT Officer**   **Position Summary**  The AV/IT Officer is responsible for the on-board maintenance, operation, and support of the shipboard computer systems, Photocopiers, Printers, PBX Phone System and Satellite Communications. The position provides full IT professionalism skills including system monitoring and troubleshooting. Responsible for ensuring the computer systems which affect guest and internal services are operational at all times.  The AV/IT Officer provides technical support for the onboard users while maintaining the shipboard computer systems. In turn, is supported by the Vendors shore side.  **SPECIFICS:**   * Maintains and troubleshoots shipboard satellite connectivity and reception * Maintains, monitors, troubleshoots, tune-in performance, updates and upgrades Shipboard Operating Systems, Systems applications, User Workstations, POS, Windows 2019 Servers and Network Hardware’s such as the hubs, routers and switches. * Supports HP Servers, Hubs, HP Compaq and PC workstations, Touch POS PCs, and Various range of Ricoh Printers, Epson Printers and Photocopiers. * Maintains, troubleshoots and configures Domain Network Management, PBX, Telephones, PBX System, Mail Server, Thunderbird, Internet Café Software, Ships ShipSure System * Virus protects all systems onboard with Kaspersky Antivirus System. * Supports all systems that requires computer interface for configuration and programming * Reports and works with vendors on resolving issues with their respective systems. * Maintaining the TV Broadcast Systems.     **DETAILS:**   * Satellite   + Maintains and troubleshoots shipboard satellite connectivity and reception Satellite Console.  Responsible in coordinating with vendor in satellite configuration. * PBX   + Maintains, Configure and troubleshoot PBX Systems and works hand in hand with vendors specifically with the performance and quality of Voice Telephone System. * Windows Servers and PC’s   + Maintains, monitors, troubleshoots, tune-in performance, updates and upgrades Shipboard Operating Systems, Systems applications, Users Logins, User Drives, network shared drives, User Workstations, POS, Windows Servers and protects them with Kaspersky Antivirus System. * ShipSure   + Install, configure, maintains, administer, and conduct replications (Import/export of data) of the ShipSure Applications. * Email System   + Add, configure, maintains functionality of the mail server to provide services with users Thunderbird.  Also responsible for the emergency mail system operations and maintenance of the iridium system. * Virus Protection   + Maintains, configure and ensure all onboard systems are protected with the Kaspersky Micro Antivirus System. * Printers and Photocopiers   + Maintains, troubleshoot and conduct preventive maintenance of all printers and photocopiers. * Equipment Racks & Locations of remote Hubs   + Maintains, Plans, Redesign and Updates information of the onboard network connections, locations, and equipment configurations. * Inventory   + Maintains a healthy inventory of IT equipment’s, Spares and proper storage locations.  Ensures all are working and inventory is current. * Vendors   + Coordinate/Liase/Calls/Creates a Problem Report to Vendors on each respective system. * Others   + Assist internal users on systems that requires computer interface for configurations either be navigation bridge systems or engine control room systems.   + Maintaining, troubleshooting, programming of the Broadcast Systems   1.1.5         Safety and conduct responsibilities of the Information Technology/Systems Manager:  .6            Ensuring that any C-Band failures are reported to the Engine Department  .7            Ensuring the implementation of any computer related policies, procedures, security and standards set by the Company  .8            Ensuring availability 24 hours a day to resolve urgent issues which may arise  .9            Monitoring of the Information Technology Department inventory and lockers to ensure they are kept neat and tidy and in accordance to safety rules and regulations and Company policies and procedures  .10          Participating fully in safety drills and statutory inspections commensurate to the role and as per Company policies and procedures  .11          Ensuring departmental compliance with the Maritime Labor Convention directive on working hours  .12          Leading and directing the team in applying correct security measures  .13          Other safety responsibilities, as assigned, but not limited to the above  1.1.6.    Environmental responsibilities:  .1            Environmental stewardship is central to this role and the entire operation of the ship. This role will engage in, comply with and promote all environmental regulations and policies, actively working with the Hotel Department and guests to promote sustainability and protection of the environment in all aspects of life on board  1.1.7.    The Information Technology/Systems Manager is responsible for:  .1            Providing support to all shipboard computer users  .3            Providing user end software support for Microsoft Office Suite, Anova, Ving Vision and Gangway Tracking System, Internet Explorer, Adobe Suite and additional business-related software applications  .4            Supporting, maintaining, diagnosing and repairing all non-marine servers, hardware and software, ordering parts when necessary  .5            Supporting, maintaining, diagnosing and repairing all POS including iPads, iPods, android devices, hardware and software, ordering parts when necessary  .6            Supporting, maintaining, diagnosing and repairing all non-marine printers, hardware and software, ordering parts and service when necessary  .8            Supporting, maintaining, diagnosing and repairing key card related software and hardware including handhelds, Evolis printers and encoders, ordering parts and service when necessary  .10          Administering all system servers such as, but not limited to, Primary ,Domain Controllers, Ving Card, SQL Server, Virtual Server Hosts, Gangway, File Servers, etc.  .15          Maintaining network connectivity  .16          Optimizing network/VLAN performance  .17          Performing anti-virus maintenance  .18          Scheduling/administering network file backups  .19          Optimizing user desktop performance by providing in-person visits to run diagnostics on hard drives, bring systems up to standard and upon completion, to communicate to the Company should any hardware or software be required  .20          Implementing new computer systems and software as indicated by the Company  .21          Monitoring and controlling inventory  .22          Retrieving customized data as required  .23          Maintaining network file systems including security  .24          Upgrading systems as appropriate  .25          Building systems from scratch, installing OS and all applications as necessary  .30          Training, coaching, counselling, supporting and delegating to the IT Administrator, Desktop Publisher and Printer  .31          Guiding the IT Administrator, Desktop Publisher and Printer, ensuring they are always updated with relevant shipboard information  .35          Adhering to all Company policies and procedures, manuals and directives at all times  .36          Promoting the hotel operations values and goals by effectively communicating the corporate vision and expectations downwards  .37          Ensuring that company property is always maintained properly and treated with respect  .38          Attending and socializing at guest cocktail parties and any other functions per Company policies and procedures  1.1.7    Other duties and responsibilities:  .1            As assigned  **Sep’07 – Sep’19 with Regent/Oceania Cruises, Inc., Department – Hotel**  **System Manager**  **Sep’02 – Sep’07 with Cruise Liner Costa Crociere S.P.A, Italy**  **Asst. Admin. Director**  **Key Result Areas:**   * Assisting in the planning and implementation of additions, deletions and major modifications to the supporting location infrastructure; addressing performance bottlenecks & ensuring maximum network uptime * Communicating with internal teams for identifying needs and evaluating the alternative business solutions; troubleshooting of OS servers, connectivity issues, software and hardware * Spearheading functions to ensure smooth and accurate administration of the Shipboard Computer Hardware and Software which falls under the Company Network Environment: Level 1 Technical Support, Operations and Applications, Maintenance of H/W, S/W, Documentation and Media Control, Systems Monitoring and Troubleshooting, Training, Development and Support * Engaging in maintenance of equipment in the form of cleaning and/or testing to preserve equipment. Recovering systems, file or programs when required. Validation of data flow and transmission * Logging all problems that the Systems Manager is unable to resolve, they will be logged in an “Outstanding Problems and Requests Log” * Monitoring the system in relation to copyright policies and infringements, user request for software or hardware on personal computer or no work related items * Training users on application where required and possible. Personal development by keeping up to date with technology changes throughout the industry, in particular HW/SW used within the Shipboard System * Obtaining techniques, documentation and knowledge to increase system understanding ad document same during a technician and/or vendor visit the Systems Manager * Maintaining an updated inventory of HW/SW in the Shipboard Systems environment such as Server, workstations, printers and Backup tape log for all systems * Advising General Manager and Chief Purser of all pending and up to date issues regarding the onboard computer systems, issues or requests * Supporting in the deployment and testing of projects or enhancement from Corporate * Resolving design & implementation of large networks; proposing improvements in the operations and processes to make the system foolproof * Installing servers & establishing network services; installation & configuration of network client workstations * Using network & server management tools & troubleshooting advance OS related issues * Imparting training to pilot batch in the post-implementation phase; installation & configuration of operating systems, applications, servers & workstations * Managing Security Operation for Emaar properties all Business Unit including Emaar Hospitality, Retail, Malls * Troubleshooting problems pertaining to performance tuning, network administration, application conflicts and system bugs * Operating on Service Now Ticketing tool for Incidents, Service Request and Change Request as a part of daily firewall ACLs and troubleshooting calls * Sustaining Directory including security domains, user profiles & other resources on the network * Addressing queries regarding the Information System / Software & extending onsite support to the clients including maintenance of hardware / software   exp24x24icons Previous Experience  **Jun’01 – Sep’02 with Cybernette (India) Pvt. Ltd.**  **Software Engineer** |
| personaldetails24x24icons Personal Details  **Date of Birth:** 28th Mar 1977  **Languages Known:** English, Hindi and Kannada  **Address:** “Kollara House”, Payachode (E), P.O. Karyamuttam, Valapad, Thrissur, Kerala – 680567  **Passport Details:** Valid up-to Sep 2029 |
| Annexure  Major Projects  **SOFTWARE ENGINEER, Cybernette (India) Pvt. Ltd. Jun 2001 – Sep 2002**  **Project Title: Warehouse Management System (WMS), 6 Months ♦ Client: Shenzhen, China ♦ Team Size: 7**  Tools: Visual Basic, SQL Server, Oracle, .NET, IBM WebSphere, MSMQ  **Project Title: EAI Application ♦ Client: EXE Technologies, USA, 6 months ♦ Team Size: 7**  Tools: Visual Basic, SQL Server, Oracle, .NET, IBM WebSphere, MSMQ  **Project Title: IntelliCyber Wringer ♦ Client: LFD, Hong Kong, 2 months ♦ Team Size: 2**  Tools: Win 2000, Visual Basic 6.0 and MS-SQL Server  Project Details:   * IntelliCyber Wringer ® tests speed and efficiency of program. It allows fine-tuning and debugging in the design stage, saving valuable time and avoiding down-time on site. Simulator manages the data throughput to test system efficiency.   Key Responsibilities:   * Involved with clients, designing data structures, creating forms, and writing codes for data manipulation and data transfer. Validating inputting data, creating reports, debugging and testing the code. SAX Basic Engine a Third Party Control was used for Macros.     **Project Title: IntelliCyber Alerts ®♦ Client: Cybernette Technologies Ltd., Singapore ♦ Team Size: 2**  Tools: Win 2000, Visual Basic 6.0 and MS-SQL Server  Project Details:   * IntelliCyber Alerts ® monitors one or many databases on a LAN, WAN or across the Internet, and sends messages to one or more people (or computers) when a situation which meets certain criteria occurs. It can monitor any ODBC accessible database. Alerts can be created and defined for various events. * The Alerts Manager handles the various Alerts created and run each Alert event according to user defined specifications.   **Project Title: IntelliCyber Data Exchange®♦ Client: LFD, Hong Kong, 2 months ♦ Team Size: 4**  Tools: Win 2000, Visual Basic 6.0 and MS-SQL Server  Project Details:   * IntelliCyber Data Exchange® is a powerful, robust program that manages data transfer between a local database and a central database. It also allows incorporation of code to customize the program to suit specific requirements. * There are provisions for entering different interfaces (Orders, ASNs, receipts and so on) and the macro files for the transfer. The user defines schedules for the data transfer for different interfaces. * Mapper allows for macro creation to customize data transfer.   **Project Title: XPRes® ♦ Client: Cybernette Technologies Ltd., Singapore ♦ Team Size: 2**  Tools: Win 2000, Visual Basic 6.0 and MS-SQL Server  Project Details:   * XPRes® is a comprehensive resource management program that stores detailed information of time and other resource deployment. Its flexibility makes it a powerful analytical and accounting tool to monitor and optimize operations. * XPRes includes a reporting module to select and print specific data. The DevTracker module logs project history, including Q&A & customer issues that arise in project development.   Key Responsibilities:   * Interacting with clients Designing data structures, creating forms, writing codes for data manipulation and data transfer. Validating inputting data. Creating reports, debugging and testing the code. Concept of Remote Data Service (RDS) was introduced in this Project.   PROGRAMMER, Mega motion InfoTech Pvt. Ltd Oct 2000 – Jun 2001  **Project Title: Order Processing & Stock Keeping System ♦ Client: GKB Ophthalmic Ltd., Goa ♦ Team Size: 8**  Tools: Win NT, VB and MS-Access  Project Details:   * The system keeps details of customers, order made by customers. It also keeps track of stock and accordingly given order to factory. All these date manipulation forms are in matrix format so that user can enter more than 100 records at a time. Balance stock, pending orders all are in matrix format, so user can see all the details at a glance. * The Program also keeps track of production and stock raw materials. Program has price list which is depend on the customer and it also calculate the tax, surcharge automatically.   Key Responsibilities:   * Interacting with clients Designing data structures, creating forms, writing codes for data manipulation and data transfer. Validating inputting data. Creating reports, debugging and testing the code.   **Project Title: GKB Virtual Preview ♦ Client: GKB Ophthalmic Ltd., Mumbai, 2 Months ♦ Team Size: 2**  Tools: Win NT, VB and MS-Access  Project Details:   * The system keeps the details of the customers, order made by the customers. It also keeps track of the stock and accordingly given order to the factory.   **PROGRAMMER, Arvind InfoTech Ltd.** Sep 1999 – Oct 2000  Project Title: Arvind InfoTech ♦ Client: CNC Pvt. Ltd. ♦ Team Size: 8  Tools: Win NT, Visual Basic 6 and MS-SQL Server 7  Project Details:   * It is one of growing companies dealing in exports of engineering products to on / offshore clients.   Key Responsibilities:  Contribution in Making of Master Forms and Stores, Production, Dispatch & Accounting Modules inclusive of Designing All Forms and Making Of Crystal Reports |