

SHOUKATH ALI C
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Career Summary

10 + Years of Experience in System Support, Implementation and Troubleshooting
Current role is Systems Technical Support Engineer
Strong Customer Orientation and Leadership Skills
Presently IT Consultant - services support

Professional Profile

Working as IT Admin and Marketing
Zimson Times
From : Jan 2024 to Till Date

- **Working as IT Specialist**
- **Persol Kelly Company**
- **Deputed for Wipro GE Healthcare**

Domain: HealthCare IT
From: August 2019 to Sep 2020

- **Working as Technical Consultant at N Computing (virtuware),** Chennai,

Project Support till date**,** From Jul 2018 to Jan 2019

- **Working as System ADMIN at For PSS PVT LTD** Chennai,

Project Support till date**,** From Jan 2014 – Mar 2018

- **Worked in PINE LABS –India (Knowledge Boulevard Noida)**

As a **Technical Consultant**, From Sep 2012 – Dec 2013

- **Worked in IBM-INDIA Network Solutions Pvt Ltd.** Chennai**,**

As a **Systems L2 Engineer Desktop and Server**
From DEC 2009 to June 2011 – **Shell Petroleum Project**
From Aug 2011 to Sep 2012 - **IBM DSM Shoppers Stop Project**

Certifications & Training

HW/NW	**:** Hardware & Networking Certified Professional
MCP	**:** Microsoft Certified Professional
MCSA	**:** Microsoft Certified System Administrator
MCTS	**:** Microsoft Certified Technology Specialist Exchange Server 2003
MCTS	**:** Microsoft Certified Technology Specialist ISA Server 2006
CCNA	**:** Cisco Certified Network Associate
VMWARE	**:** VMware Certified Professional
ITIL	**:** ITIL AXELOS Foundations Certified
CLOUD	**: AWS** & EMC DELL CLOUD Infrastructure Service Associate

Technical Skills

Windows Server	: 2008R2 & 2012R2
Exchange Server	: 2010, 2013, 2016
MAC OS	: Mac 10.8 to 10.13
Virtualization	: VMware 5.5
Symantec Product	: Endpoint Protection 12.14

H/W Knowledge

Servers	: HP, Dell & HP ILO
Storage	: Net-app Storage FAS2050 & comm-vault storage
Tape library	: IBM Tape drive
Firewall	: Fortigate & Sonic Wall

Tools Handled

Providing Remote support using Team Viewer, Ammy Admin, Net-meeting, Dameware, Symantec PC Anywhere, VNC, IBM Ayudame, Cisco Web-ex Jabber & Microsoft Lync, RDP, Putty and Knowledge in ITIL, Handling Incident / Service Management through Co-Desk, TSRM, Maximo, IMS and V Help

Educational qualification

B.C.A Degree in Computer Science with 59% from Madras University, Chennai

Work Experience

Currently Working as IT Admin and Marketing
Zimson Times
Domain : Retail Pro business
From : Jan 2024 to till date
IT consultant For small concerns MSME's ,
AMC services for Mac pro laptops installations of Mac OS , Mac applications and iPhone applications tunings ,Mac accessories , web page designing , Biometric security installations security applications management services and Data Backup services

Persol Kelly Company Deputed for Wipro GE Healthcare IT
Working as IT Specialist -Remote Support
A Persol Kelly Company Deputed for Wipro GE Healthcare
Domain: HealthCare IT
From: August 2019 to Sep 2020

Responsibilities:
HCIT - HeathCare IT Specialist
service delivery deputed to GE Healthcare client JIPMER an central government mutlispeciality Hospital as InHouse Resident IT specialist cum PAC's Administrator maintaining Centralized Hospital Servers ,Digital imaging Applications , RIS reporting software applications Medical Modalities applications HL7 , Dicom, Healthcare Automation applications management
Handling Onsite Client Hospital Healthcare Automation's, Installations, Maintainenace of Servers, functionality of the storages for backup with overall 24/6 operational services

NCOMPUTING – India (Virtuware Solutions Chennai)
Designation : Techno Commercial Consultant
Duration : From Jul 2018 to Jan 2019
Location : Tamil Nadu Chennai

Server Management:

- Windows2012 R2 and 2016server administration
- Providing L1 level of support for incidents, changes, problems.
- Patching windows 2012 R2 and managing clusters using HPSA
- Managing and Monitoring application servers through HP ILO, DRAC, and IMM console.
- Managing Virtualization Environment using VMware ESX 5.0/5.5, Virtual Center
- Monitoring and Managing ESXi servers.

- Patching Esxi hosts using Manual and Update manager.
- Creating following the SOP for performing the weekly monthly maintenance activity.

Presales Remote Support:

- Providing technical support for Global and On site Users US, UK, Colombo, Singapore & India through Global IT Remote Service -desk 24x7 (Remote, Email, Chat & Semi voice)
- Expertise in providing technical solutions for Virtualization Thin Clients
- Providing SAAS solutions like offline and online registration processor V space Software's.
- Support to Troubleshoot the Thin client devices RX300 L300
- Identifying and reporting the bugs
- Imparting training and providing system & software support to the Field TSE
- Remote software support remotely using Any desk and Team Viewer
- Analyzed using Tickets via ZOHO ticketing portal
- Maintain record of Routine maintenance
- tasks Creating and editing Virtual Machines, Virtual machine template and Virtual machine
- Update System Documentations and execute service improvement plans
- Prepare daily rooster and planning the work
- 24/7 pre sales support via field demo with authorized Business channel partners

PSS –Peripherals Systems & Solutions Ltd
Designation: System Administrator
Duration: from Jan 2014 – Mar 2018

Desk-side Management

- Installing,Configuring,Troubleshooting,Laptops,ThinClients,Wi-FiRouters,Network,Printers
- Installing, Configuring Troubleshoot Windows XP/7/8/10, and TCP/IP connectivity problems.
- Monitoring the server performance using the SNAPPIMON monitoring tool,
- SCCM client installation, updating and weekly windows Patch updating.
- Inventory Management,
- Transferring and managing the files in FTP server using FileZilla client.
- Installing, Configuring Troubleshooting the connectivity issues on VPN using RSA and VASCO keys.
- Provide Extended Support to users for configure Outlook Mobile access in Android phones.
- Installing & Troubleshoot the Encryption Tools like Mcafee, Symantec, PGP and Bit Locker.

Server Technologies

- Managing AD User Accounts, OU, AD Backup,
- Providing L1 technical support and Managing DNS, DHCP, IIS, Exchange Server
- Configuring RAID Disks.
- Installing Windows Hot fix and Security Patches using Microsoft WSUS.
- File Server Management, Share and File privilege give to Users and Groups,
- Quota allocation and limitation.
- Print Server Configuration and management.
- Managing and Configuring Terminal Services,

Backup& storage

- Implementing and Managing daily Backups/Restore using Symantec Veritas Backup Exec 10d,commvault storage tool
- Managing media and devices,
- Hot and Cold Backups

Antivirus

- Installing, Troubleshooting McAfee Virus Scan Enterprise 8.8i Antivirus, Symantec Endpoint protection, Trend micro Virus scan.
- Configuration of Spam filters in IMSS.

Mail Client

- Creating Notes ID, Managing Mail Quota, and Compact Mail Size in Domino server.
- Creating Outlook ID in Exchange Server.
- Handling Lotus Notes client and MS Outlook Mail Problems, Mail Replication, Archive, Design Problems.

VMware

- Creating and editing Virtual Machines, Virtual machine template and Virtual machine cloning
- Monitoring Virtual machine's performances, VM Alarms and resource allocation.
- Managing Virtual machine settings like upgrading memory, CPU and Hard disk and Performance checking

PINE LABS –India (Knowledge Boulevard Noida)
Designation : Technical Support Consultant -- BPCL AUTOMATION
Duration : From Sep 2012 to Dec 2013
Location : BPCL Outlets, CHENNAI OPERTIONS

- Automation in BPCL Project name Integrated Retail Outlet Information System (IRIS)
- Work on BRASS Architecture & Components
- Testing and ensuring the functionality and quality of New Software's.
- Conduct Predictive Maintenance of Sites
- Support to Troubleshoot the Desktop PC's & Printer's problems
- Support to Installation & diagnose the various types of software
- Depth knowledge in OSI model, networking devices (hub, switch, router, gateway, nic, repeater)
- IP addressing and subnetting. Well versed in LAN formation.
- TCP/IP, FTP, POP3, SMTP, HTTPS and HTTP
- Utilities like Ping, Trace route, Telnet, Nslookup etc
- Identifying and reporting the bugs
- Imparting training and providing system & software support to the Field TSE
- Involved in the documentation of the whole implementation process
- provided system and software support remotely to Field TSE
- Analyzed the New Release to identify the bugs
- Contractor management for execution project
- Prepare daily rooster and planning the work
- Site management Co-ordination with Divisional Offices in BPCL

IBM –India (Network Solutions Pvt Ltd an IBM Company) Chennai
Designation : Systems L2Engineer – Desktop & Server L1 Management
Duration : From DEC 2009 to June 2011
Location : IBM OFF &Shell Outlets, Chennai.
Duration : From Aug 2011 to Sep 2012
Location : IBM DSM &Shoppers Stop Outlets, Chennai.

- Worked Overall System Technical Support with Desktops, Wins Server & LAN Network.
- Provide 2nd level support for printers, monitors, Desktop PCs, Laptops & Servers
- Installation, Configuration, Troubleshooting and Administration of Desktops
- Basic Support DNS, DHCP and Windows 2003 Servers
- Backup Management - Responsible for backup and restoration of critical server.
- Print Server Management – Providing the restricted printer access centrally
- Hardening all the servers including Domain controllers
- Desktop Support Engineer, 2nd Line Support, IT Support
- Monitor and troubleshoot issues related to laptops, MAC, Smartphone's, LAN, Internet
- IBM –Maximo Ticketing Tool Tivoli Software Ver. : 6
- CRM Amdocs Support, VPN , RIM support Dame ware, Team viewer
- Wi-Fi and Wireless Network Install and Trouble shooting on DELL LAPS
- IMAC , Hardenings , Software and Hw Asset Inventory - CTS support
- Anti-Virus Management Symantec 10.0
- Support of MS Server desktops and MS Exchanges
- Troubleshoot and resolve escalated help desk incidents and service requests
- Patch management OS and Office Patch testing and deployment for all workstations
- Coordinate with all resources in the team with local/international service providers
- Monitoring all the Links through IBM Tivoli Monitoring Tool and WhatsUp Gold.

- Remotely Managed Clients Using Dame Ware Remote Access Tools version 6.9
- Providing fault diagnosis, root cause analysis in all areas
- Performing day-to-day trouble tickets, event/alarm tracking job Following ITIL Process
- Experience maintaining and support in production environment (24x7).
- Maintaining More Than 25 Retail Outlets in SHELL with IT Support 24/7 in T.N
- Troubleshooting all Hardware's, Desktops, WINS Server & LAN NW Issues

Personal Details

Date of Birth : 08-09-1984
Sex : Male
Nationality : Indian
Languages known : English, Malayalam, Tamil, Hindi, Urdu
Strengths : Optimistic, Self-Confident, Team Compatibility
Marital status : Married
Father Name : Abdul Samad Kutty

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Royapuram, Chennai, Tamil Nadu.
INDIA. PIN: 600013

