

P. Balavinayagamoorthy
balavm1980@gmail.com
9632497086

A result driven IT professional, having around 9 years of experience in planning, designing, implementing, troubleshooting and managing information systems. Strong hands-on technical knowledge on Microsoft based Windows 2003 servers backed by MCSE certification. Proven ability to lead and motivate project teams to ensure success. Demonstrated capacity to successfully manage all phases of IT projects from needs analysis and requirement definition to vendor selection, implementation, and training.

Professional Synopsis

- A dynamic professional with around 9 years of rich experience in IT Infrastructure Management, Network Management and System Administration.
 - Worked as Technical Support Engineer for I Seva Systems Private limited from September 2003 to March 2004.
 - Worked with HP Globalsoft limited as Technical Support Engineer from April 2004 to April 2006.
 - Worked with HP Globalsoft limited as Systems Engineer (Windows Server Support) from May 2006 to June 2012
 - Worked as Associate in HCL Infosystems from November 2013 to April 2014
 - Worked as Associate in HCL Infosystems from November 2014 to August 2015
 - Worked as Systems Engineer in Piterion India Private Limited from February 2017 to December 2017.
-

Professional Certifications

- Microsoft Certified Systems Engineer (MCSE) in Windows 2000
 - Cisco Certified Network Associate (CCNA)
-

Academic Qualification

Completed Bachelor of Engineering (B.E) in Computer Science and Engineering discipline in the year 2001

Core Competencies

- Rendering technical services to the clients and commissioning computer hardware & software devices ensuring maximum uptime.
 - Designing Backup Strategy & ensuring scheduled / unscheduled backups as per the backup plan.
 - Installing, configuring and administering Windows 2000 / 2003 Operating Systems, Application Software, Anti-Viruses & Hardware.
 - Managing disk space, user profile creation and user rights management.
 - Configuring cluster servers.
 - Configuring virtual servers using VMware technology
 - Configuring and administering LAN
 - Installing Antivirus software and regularly updating virus definitions.
-

Employment History

1) **Company name:** I Seva Systems Private limited, Bangalore

Designation: Technical Support Engineer

Duration: From September 2003 to March 2004

Project name: Symantec support

Job description: Providing technical support for users on installing, configuring and uninstalling Symantec products.

Job Profile:

- Providing technical support for Symantec products such as Norton Antivirus, Norton Internet Security and Norton Firewall
- Assistance on installing the software, both clean installation as well as upgrading to latest version
- Assistance on uninstalling the software using standard methods as well as using the Symantec tool RNAV
- Troubleshooting issues related to Registration, Autoprotect and Liveupdate
- Troubleshooting issues related to virus scanning
- Assistance in configuring the Norton Personal Firewall

2) **Company name:** HP Globalsoft limited, Bangalore

Designation: Technical Support Engineer

Duration: From April 2004 to April 2006

Project name: EMEA ISPE (Instant Support Professional Edition)

Job description: Providing technical support for users on configuring their handheld devices (HP iPAQs)

Job Profile:

- Assistance on installing software in iPAQs
- Assistance on synchronizing mails and files from PC to iPAQs and vice versa using the Microsoft ActiveSync software.
- Assistance on configuring wireless network in iPAQs to access the network
- Creating request on behalf of the user to pick their device for servicing in case of hardware issues

3) **Company name:** HP Globalsoft limited, Bangalore

Designation: Systems Engineer

Duration: From April 2006 to April 2012

Projects involved: i) Datacentre Operations Bridge (DOB), Kanata and Network Operations Centre, HP
ii) Windows Server Support (Level 1) for client Arkema Petrochemicals
iii) Windows Server Support (Level 2) for client Cadbury Schweppes PLC

Datacentre Operations Bridge (DOB), Kanata:

Job Description: DOB is connected to the HP core hub, which is at Canadian Operations Management Centre (CAN OMC) Kanata, Canada, which has multiple high speed connections going to the HP backbone. DOB – Bangalore will access the servers and applications at CAN OMC through terminal servers. All the customers of HP in Canada are connected to the CA Unicenter TNG on these servers. For any problem in their network or servers an alarm is generated on the TNG application. The team will receive incidents for the alerts via TNG console and will take necessary action.

Job Profile:

- Testing the Network Infrastructure using the monitoring tools.
- Fault management using the monitoring tool Unicenter TNG

Network Operations Centre, HP:

Job Description: Monitoring the HP Globalsoft network and the Unilever VPN network using the monitoring tools like HP Open View and Cisco Whatsupgold.

Job Profile:

- Monitoring and providing L1 troubleshooting of Windows servers
- Maintaining the healthy operation of LAN and MAN which consists of IPLC links to different locations across the world. Coordinating with higher management teams and Service Providers in case of failure.
- Monitoring the Network Infrastructure using the tools like HP Open View and Cisco Whatsupgold.

Windows Server Support Level 1

Client: Arkema Petrochemicals

Job Profile:

- Remote administration and incident management of Windows NT, 2000 and 2003 servers.
- Monitoring all servers for an entire site using Compaq Insight manager.
- Managing and monitoring Norton Antivirus Corporate Edition with Symantec System Centre for the whole site
- Fetching backup daily reports using Data Protector Tool.
- Monitoring HPDM tool for the status of Domino servers.
- Working on incidents in CRM tools like Clarify, Remedy and OVSD.
- Troubleshooting servers using remote administration tools like Terminal Services Client, RIB and ILO.
- Adherence with process and Service Level Agreements (SLA).
- Service Improvement Planning (SIP).
- Interacting with server owners for change management requests.
- Interacting with hands and eyes support team for power cycling the server and hardware upgradation.

Windows Server Support Level 2

Client: Cadbury Schweppes PLC

Job Profile:

- Technical Support for the customers on their Windows NT4 / 2000 / 2003 environments.
- Undertaking Service Improvement Plans to stabilize the servers as well as defining new processes.
- Handling escalated issues related to Operating Systems and performing Root Cause Analysis.
- Strictly adhering to ITSM Processes for handling day to day activities on the servers.
- Providing end to end support on wide range of HP Servers and related hardware support.
- Providing end to end support to Windows Domain services like DNS, DHCP, Clustering, Terminal Services etc.,
- Designing, Installing, Configuring and trouble shooting of AV updates server and deploying the dat files, antivirus engines to client machines.
- Designing, Installing, Configuring and trouble shooting of Windows software updates server and deploying the security patches to the client machines.
- Hard disk Management – BASIC, DYNAMIC, RAID – 0, RAID – 1, RAID -5.
- Handling escalation cases & regular interaction with the end market on issues raised by them and take feedback over the mail / phone.
- Using customized server hardening includes (IE / Service packs / Hot fixes / EPO Agent / McAfee Virus Scan Agent / SUS client / Wall paper / Security template).
- Creating customized task pad views for the helpdesk admin.
- Creating and administrating the user, group accounts
- Managing system security and file permissions
- Configuring and administrating DHCP, DNS and NIS
- Backing File Systems and Data
- Optimization the System, Network and Automating the tasks
- Troubleshooting all the system and network related problems

3) **Company name:** Piterion India Private limited, Bangalore

Designation: Systems Engineer

Duration: From February 2017 to December 2017

Job description: Maintaining IT infrastructure of the company.

Job Profile:

- Deploying workstations for employees including building new systems from installing Operating System to installing standard applications.
- Configuring firewall policies in SonicWALL firewall TZ215.
- Creating VPN users in SonicWALL firewall TZ215.
- Troubleshooting issues in Windows 7 and Windows 10 workstations.
- Configuring and Troubleshooting MS Outlook 2010.
- Creating Users in Active Directory environment.
- Joining workstation to domain.
- Creating shared folders for employees and configuring folder permissions.
- Configuring IP telephones for employees.
- Configuring and managing F-Secure Policy Manager console.
- Configuring Firewall policies in F-Secure management server.
- Configuring real time and scheduled scanning using F-Secure Policy manager console.
- Installing and configuring F-Secure client security premium in employee workstations.



Personal Information:	
Name	P. Balavinayagamoorthy
Date Of Birth	14/08/1980
Marital Status	Single
E-Mail id	balavm1980@gmail.com

