

JERRY SAVIO PATRICK

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Areas of Expertise

Project Execution
IT Infrastructure Management
System Administration
Installation, Configuration & Troubleshooting
Information Security
System Monitoring

Profile Summary

- Microsoft, Forcepoint, ManageEngine, DellEMC Certified Expert with 7 years of experience in Project & IT Infrastructure Management, Networking Operations, System Administration, Applications & End user Support.
- A successful IT Professional with extensive analytical experience of investigating and diagnosing IT problems and also knowledge in IT Operations especially in Microsoft, DellEMC, Forcepoint, ManageEngine, Symantec, McAfee and Various IT Infrastructure Products.
- Multi-talented with good all- round technical skills and the ability to develop and maintain close working relationships with other support teams. Having the personal drive required to deliver a service that exceeds the expectations of management and end users through a positive, well organized and structured work ethic.

Professional Certifications

- MCSA (Microsoft Certified Solution Associate –Office 365) (ID# F681-5463)
- MCP (Microsoft Certified Professional) (ID# E770-8110)
- DellEMC Certified Service Engineer
- Forcepoint Web Olympian Certification
- Forcepoint Email Olympian Certification
- Forcepoint DLP Olympian Certification

Employment History

IT Enterprise Engineer/Information Security Engineer, Hilal Computers (AlHilal Group Bahrain) (January 2014 to Present)

- Served as a project lead for various I.T. projects such as infrastructure, web security, email security, DLP, ITSM, ITOM.
- Handling Implementation and Migration projects in Windows server 2012/2012R2/2016/2019, Exchange server 2013,2016, 2019, Office 365, Vmware, Dell Storages (Unity, MD, ME, Compellent) Symantec(Veritas) Backup Exec, Veeam Backup & Replication, Eset and Symantec Antivirus, McAfee Antivirus, ManageEngine ServiceDesk Plus, ManageEngine Desktop Central, ManageEngine OPManger, ManageEngine Application Manager, ManageEngine ADSuite, Forcepoint Web Security, Forcepoint Email Security, Forcepoint Data Security, Symantec Data Loss Prevention, McAfee Data Loss Prevention.
- Implemented projects such as IT helpdesks, Active Directory Management and Reporting, Network Operations Management, Desktop/Laptop clients patch management and software deployment.
- Deployed Web Security for Secure Website filtering (blocking malicious threats) complying with company's I.T. Policy.
- Implemented solution to prevent Data Loss breaches from within the organization such as through email, USBs, internet along with implementing Fingerprinting configuration for sensitive files

- Conducted PoC for various DLP platforms(Forcepoint, Symantec, McAfee)
- Office 365 setup and configuration
- Migration from Exchange on-premise to Office 365
- Handling Service calls related to Windows Servers 2008 R2/2012/2016/2019, Dell Tape libraries, Dell Servers and Dell storages.
- Handling Service calls related to Exchange servers (2010, 2013,2016),Vmware.
- Handling Service calls related to MS-Hyper-V, Clustering, Dell Servers & Storages
- Mounting, Installation and upgrading of Dell PowerEdge servers, Storages, Brocade Fiber Switches.
- Handling service calls related to Sonicwall firewalls.
- Handling service calls related to ServiceDesk Plus,
- Design & Preparing Documentation for projects as per ISO Standard.
- Managing, CCTV, NVR and Door access devices
- Project Lead/Coordinator role dealing with multiple vendors and stakeholders for successful completion of tasks and milestones from start to finish.

Projects & Achievements

- **LMRA Bahrain:** Central & DR site Infrastructure Upgrade: Vmware and Vcenter 6.7 Cluster implementation on top of DellEMC R740 Servers, EMC Unity 300 storage and Brocade SAN Switches.
- **Batelco Bahrain :** Vmware and Vcenter 6.7 Cluster implementation : Vmware and Vcenter 6.7 Cluster implementation on top of DellEMC R740 Servers, DellEMC MD 3608 Storage and Brocade SAN Switches (DS6505B)
- **Decovar Orient:** Cluster configuration: Migrate HyperV virtual machines from standalone hosts into HyperV cluster mode with shared storage (SAN)
- **Customers A, B, C, D, E, F, G, H, I (NDA):** Setup platform for Secure Website filtering (blocking malicious threats) complying with A's I.T. Policy, and Data Loss breaches from within the organization such as email, USBs, internet with Forcepoint Solution. Provide support through AMC which consists of general queries, configuration changes, new requirements and critical issues affecting business continuity.
- **Customer J (NDA):** Setup Symantec Data Loss Prevention to prevent data leaks from within the organization such as through screen capture, USB, printers, Web uploads, Email channel.
- **Arabian Gulf University:** Setup platform for Secure Website filtering (blocking malicious threats) complying with I.T. Policy.
- **Arab Bank:** Upgrade existing Forcepoint appliance with new software version and implement High Availability.
- **AfroAsian Assistance:** Enhance the IT Infrastructure with latest technologies from Dell and Microsoft. Microsoft AD 2012 installation. Dell Servers configuration with HyperV roles and clustering for redundancy, multiple VM creation in host cluster. Dell SAN Storage configuration with HyperV Cluster.
- **Mesk Holding:** Enhance the IT Infrastructure with latest technologies from Dell and Microsoft. Microsoft AD 2012 installation. Dell Servers configuration with HyperV roles and clustering for redundancy, multiple VM creation in host cluster. Dell SAN Storage configuration with HyperV Cluster.
- **Wael Pharmacy:** Exchange on-premise to Office 365 migration. Migrate users' mailboxes from on-premise exchange servers to Office 365 Exchange service.
- **ACACIA:** Setup Office 365 Portal and configuration of domains, emails.
- **Royal University for Woman:** Implement Helpdesk system to facilitate end user ticket raising as well as resolution of tickets.
- **Information Affairs Authority:** Implement Helpdesk system to facilitate end user ticket raising as well as resolution of tickets.
- **SEEF Properties:** Implement Helpdesk system to facilitate end user ticket raising as well as resolution of tickets.
- **BANAGAS:** Implement Helpdesk system to facilitate end user ticket raising as well as resolution of tickets as well change management process configuration.

Dell Field Engineer/IT Systems Administrator, Hilal Computers (AlHilal Group Bahrain) (January 2012 – January 2014)

Responsibilities:

- Troubleshoot DellEMC Desktop and DellEMC Laptops
- On site visits for AMC Customers handling end user support for Microsoft applications, Emails, printers, hardware issues.
- Managing and administrating Microsoft AD/DNS/DHCP/PRINT/WSUS/WDS, Exchange 2010 in windows 2008 and 2012 Platform.
- Managing and administrating Microsoft Exchange 2013, VMware ESXi, Vcenter
- Engaged in user account and email creation and configuration.
- Responsible for managing backups of entire IT environment using Veritas Backup Exec with tape library.
- Ensure daily uptime of production systems
- Outsourced as resident engineer to Gulf-Daily-News for end user support and IT infrastructure maintenance.

Achievements

- Assisted in Exchange 2013 Migration project.
- Assisted in VMware upgrade of entire platform from 5.0 to 5.5
- Upgraded and reconfigured Veritas Backup Exec 2010 to 2012, 2015.
- Migrated Active Directory from 2008 R2 to 2012 R2, 2008R2 to 2016.

IT Skills

- Windows Operating Systems (Servers & Clients) 2003/2008/2008R2/2012/2012R2/2016/2019 – Win XP/7/8/10/
- Microsoft Exchange 2010/2013 /2016/2019
- Administrating Wintel Infra Environment (Dell, HP)
- Symantec Backup Exec 2012 /2014/2015/2016
- Microsoft Office 365.
- Microsoft Forefront TMG 2010
- ESET Antivirus Suite /MacAfee EPO/Symantec AV
- Microsoft SQL Server.
- Microsoft Windows Azure.
- SAN Storage – Dell
- Windows AD/DHCP/DNS/GPO Services
- Virtualization (VMware, Hyper V 2008,2012,2016)
- Hardware – LAN/WAN Networking
- Outlook 2003/2007/2010/2013/2016/O365 Pro Plus
- Sonic Wall (Firewalls).
- Manage Engine Helpdesk System.
- Manage Engine Desktop Central, OPManager, ADSuite
- Forcepoint Web, Email and Data Security
- McAfee EPO/Data Security, Drive Encryption
- Symantec DLP

Educational Qualification

Course	Institute of study	Board/University
B.E. (Computer Science)	FRCRCE, Mumbai, India	Mumbai University, India
H.S.C	The Indian School, Bahrain, Kingdom of Bahrain	Central Board of Secondary Education
S.S.C	The Asian School, Bahrain, Kingdom of Bahrain	Central Board of Secondary Education

Personal Details

Marital Status:	Married
Nationality	INDIAN
Passport No	P3207396
Religion / Cast:	Christian, RC
Date of Birth:	20 – Aug - 1988
Father's Name:	C.A. Patrick
Hobbies:	Reading, Researching new technologies.
Languages Spoken:	English ,Hindi, Malayalam
Notice Period:	1 Month
Current Address	Tubli, Kingdom of Bahrain.

Declaration:

I hereby declare that the above information given by me is true to the best of my knowledge and belief. I will make it my earnest endeavor to discharge competently and carefully the duties you may be pleased to entrust with me.

Place: Manama

Date: 12/02/2020

Jerry Savio Patrick