Murali K

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MID/SENIOR LEVEL ASSIGNMENTS

*Versatile, high-energy technocrat with a successful background in setting a direction for major systems to establish and transform operational excellence; targeting assignments in **IT Manager / IT System Administrator / IT Support specialist** with an organization of repute*

Successful background in setting a direction for systems to establish and transform operational excellence in the areas of Systems Administration & IT Network. Resourceful at maintaining the complete IT infrastructure including Microsoft Servers, Backup, Storage VMware Environment, Firewall, SonicWALL, Cyberoam and so on

Career Summary

Offering **XI+ years** of experience in working on various types of Microsoft Servers & Desktops, **Firewall, Data, Storage, Backup,** ,VM **Ware, Hyper-V networking,** and so on, **CCTV, Biometric Attendance system, Budget for the IT department**

~IT Administration   ~Information & Communications Technology
~ Information Security   ~Information Tech Audit

- **Technically-inclined and detail-oriented professional;** displayed excellence in managing the complex **network design, configuration, deployment, administration, management and troubleshooting** complex security configuration
- **Proposing illustrated experience in IT administration** (server, firewall, data, storage, and back-up) with expertise in steering multiple technology service areas of IT Infrastructure outsourcing which enables the management of many complex business processes to seamlessly optimize and manage event driven processes
- **Time Management Expert;** identified **reasons of extra man hours** through **3rd party software** and **reduced over time** by ensuring **minimum telephone and internet usage**
- Leveraged skills in **reducing Internet, printing copy, telephone costing by 40%** by maintenance and examining of proper usage
- Led the **management of hardware and software** throughout the organization including **servers, employee desktops/laptops, network / voice infrastructure, internal networks** and wiring
- Administered **firewall performance tuning**, installing and configuring, troubleshooting **wired and wireless network problems, checking firewall logs and activity**
- Effective communicator with excellent relationship building & interpersonal skills; strong analytical, problem solving capabilities

Professional & Educational Background ;

- MCSE-Microsoft Certified Systems Engineer.
- CCNA-Cisco Certified Network Associate
- MCSA-Microsoft Certified Systems Admin (Messaging)
- ITIL V3 Foundation
- DOEACC A Level
- Hardware and Networking certification.
- Graduation - B.Com with Computer Applications

Critical Strengths & Competencies

Server Management	Cloud Computing	Vendor/ISP coordination's
Network Performance	Firewall Performance	Network Infrastructure Upgrade
Installation, Configuration and Maintenance	Troubleshooting and Disaster Recovery	Backup Management and Reporting Recovery

Career Timeline (Recent 3)

- **Nov'19 – Till Date – Future InfoTech, Dubai, UAE**
- **July'17 –Aug'19 – Binghalib Engineering , Dubai, UAE**
- **April'07 - Jun'17 – EPSCO LLC, Dubai, UAE**
- **Aril'05 - Dec'06 - Prompt Systems, Bangalore, India**

Trainings Attended
- VM Ware Professional.
- Microsoft Azure Cloud Back-up; Online Training
- VEEAM Back-up; Online Training
- Avaya CM, IP Office Training

Professional Experience

July 2017 till date with Binghalib Group of Companies, Sr. IT Administrator – Sharjah (UAE)

Key Result Areas:
- Spearheading entire gamut of operations related to management and maintenance of Microsoft **Windows Server** 2016 / 2012/2008 along with IT support activities to over 300 users including active directory / group policy / folder share management and so on
- Working on software like:
  - Backup - Veritas 2016 (Symantec) **Backup Exec, Vembu, Veeam backup,** and replication, Acronis Backup
  - **VMware (6.0)** for virtualization / installation / configurations and management
  - Managing, Maintaining of **Microsoft Hyper-V** Servers, Replication and Failover Clustering.
  - ERP Knowledge with FOCUS, Dynamics 365 and Microsoft AX 2012 installation and configuration.
  - **Office365 Exchange** Migration planning and implementation.
  - **Firewall** for installation, configurations and management of Fortinet / SonicWALL / Cyberoam/ Fortinet
  - Antivirus Kaspersky EP, Symantec EP, Eset , Teramind **Internal Threat Protection, DLP** Knowledge
  - AVAYA **IP telephone** system enterprise edition & IP Office V500 configurations and management
  - Managing Imperium Call Reporter Software for Avaya System report generation.
  - Managing **WebMarshal** Proxy Server for Internet management solution & Reporting
- Gathering requirement as & when need arises and providing solution with respect to network design & hardware changes
- Administering tasks related to **SAN/NAS Storages** – IBM / HP / Net App/Sinology/Qnap/Q-SAN
- Leading installation, configuration & maintenance of
  - Installation and configuration of **Servers IBM, HP, Lenovo (Think center)**
  - Installation and configuration of L2 **Switches HP Procurve , Aruba** , Managing of HP L3Switches
  - CCTV, Biometric Attendance system, **HP Wireless Access Controller**, access points
- ITSM with Network and Asset management with **Manage Engine** - **Service Desk plus** (IT help desk) Management, **Spice Works** Helpdesk and Network Monitoring tools.
- Managing the installation of application servers as well as configuration & deployment of **desktop** hardware and software into a new network environment
- Analyzing all key network infrastructure assets for planning of corporation wide infrastructure upgrade
- Developing the **cost estimates** and recommending systems development as well as upgradations to existing systems; evaluating infrastructure services equipment and software for purchase
- Controlling tasks related to:
  - **Bid invitation**, contract comparison and contract award in consultation with Director – Corporate strategy
  - **Budget** (IT Department) - creation and management in consultation with Director – Corporate strategy
- Rendered skills in managing of Oversees and Other site office of Binghalib Group Of Companies remotely and visit physically (Dubai, Abu Dhabi, Doha-Qatar)

April 2007 – Jun 2017 with EPSCO LLC, Dubai (UAE) as System Administrator

Key Result Areas:
- **Leveraged skills in ensuring installation configuration, and maintenance of the following:**
  - Administration & Maintenance of Network, Servers, Firewall, Router, Print server etc.
  - Implementation of applications and generating new reports & prepare various management reports and analysis
  - IP Phone System like Avaya IP Office 500 v2
  - SSL, PPTP, IPSEC and so on VPN for Remote Devices like Laptop, Mobile and so on, on Fortinet, SonicWALL and Cyberoam
  - site to site VPN on IP Phone System like Avaya IP Office 500v2
  - Administer and manage storage requirements including capacity planning, systems failover, RAID etc.
  - Planning and implementation of agreed solutions and strategies. Including corporate Active Directory Forest and Domains, messaging infrastructure.
  - Server 2012, 2008 and 2003
  - Remote Desktop Terminal, Active Directory including Server 2012, 2008 and 2003
  - Desktop PC's & Laptops (Windows 10, 8, 7, XP and so on)
  - Microsoft Outlook (Outlook 2002, 2003, 2007, 2010, 2013 &Office 365)
  - Networking Technologies including TCP / IPRouters, Switches, Printers (Wi-Fi, LAN& USB), DHCP, DNS and so on
  - Antivirus software like Kaspersky, McAfee, eScan , Norton (Symantec) and so on antivirus (Server-Client)

- o NAS Storage(Sinology, Qnap, WD My Cloud and so on)
- o Symantec Backup Exec, Symantec Desktop Laptop Option and so on
- o Update and Replace component without affecting system use or casing downtime
- o CCTV (Analog & IP Camera with wire or Wi-Fi)
- o Biometric Attendance System
- o Access Control
- o Excellent troubleshooting skills in complex software and hardware problems
- o software and application to user standards

Previous Experience

April'05 – Dec'06 with Prompt Systems - System & Network Engineer– India

Key Result Areas:

✥ **Planned and performed installation configuration, and maintenance of the following:**
- o Installation and Troubleshooting of OS like Windows 2000/03 and XP Professional
- o Troubleshooting Internet and Intranet related problems and provide solutions and network Infrastructure management. Configuring and updating Antivirus
- o Installing, configuring and troubleshooting of VPN Server/Client software's
- o Configuring DHCP, DNS, WINS, and DFS, Disk quota, implementing of Trust Relationship Configuring and Troubleshooting of Mail Client (MS Outlook)
- o Attending end users complaints with respect to Desktop/Laptops, hardware, software and network printer related troubleshooting.
- o Worked on Features like Shadow Copies, Remote Administration, Remote Desktop, Remote Assistance, Software Deployment, Terminal Services and Disk Imaging etc.
- o Adhered compliance in planning and executing Microsoft Windows Server 2003 & 2008 Network Infrastructure including active directory, group policy, VPN, WINS, DNS, DHCP, RAID1 & 5 arrays, IP-addressing, plan to offer remote-assistance to client computers, file replications and logon scripts

Sept 2005 to Aug 2006 with Bharti Airtel Ltd, Bangalore -DSL Engineer (Associate from Prompt Systems)

April'02 – Dec'04 with Vega Software and Network Solutions, Kerala , India as Implementations & Support Engineer

Academic Details

Bachelor of Commerce with Computer Application from Kannur University, India
MCSE-Microsoft Certified Systems Engineer.
CCNA-Cisco Certified Network Associate
MCSA-Microsoft Certified Systems Admin (Messaging)
ITIL V3 Foundation
DOEACC A Level

Validate my Certifications @
Microsoft: https://mcp.microsoft.com/anonymous/transcript/validate
Transcript ID   : 783143
Access Code: Microsoft
Cisco: http://www.ciscocertificates.com/verify.cfm
Verification No 389774724962IRUF

Personal Details

Date of Birth: 29th May 1978
Driving License   :   Holding Valid Driving License from UAE and INDIA
Nationality   :   Indian
Marital Status   :   Married
Passport Number   :   J8745946 (Govt. of India – Valid from 11/07/2011 to 10/07/2021)
Visa Status   :   Visit
Languages Known :   English, Hindi, Tamil, Kannada and Malayalam