



SRIDHAR JAYARAMAN

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Contact Address

S/o. Jayaraman,
D.No. 21/36, Kaththalai Pet,
Komarapalayam 638183,
Namakkal (DT).

Personal Details:

Sex : Male
DOB : 10.10.1992
Nationality : Indian
Religion : Hindu
Marital Status : Single
Languages : English, Kanada,
Tamil & Hindi (R/W/S)

TEHNIICAL EXPOSURE:

- Certified in MICROSOFT on MCSA 2018
- Have Completed MCSA in IIHT institute, Bangalore

CAREER OBJECTIVE:

To pursue a challenging career in leading and progressive research based organization offering opportunities for utilizing my skills towards the growth of the organization.

PROFESSIONAL EXPERIENCE

- Having **5 years** of relevant professional experience in Windows system administrator.
- Currently working in **Bajaj Allianz General Insurance Pvt Ltd**, Bangalore as a **ITC (Infrastructure/ Server)** from 15th May 2017 - Till date.
- Worked in **NSYNE SYSTEMS & SOLUTIONS [I] Pvt Ltd**, Bangalore as a **System Administrator** from 5th Sept 2015 – 31st Sept 2016.

TECHNICAL PROFICEHENCY:

- Operating System : Windows 2012/2008/win7/8/10.
- Servers/Service : Outlook 365, SCCM, DHCP, DNS, AD.
Tools : Alpha Support, Infra Support, SD WAN
Citrix, SCCM, Office 365.

EDUCATIONAL QUALIFICATION

- **B.E (Electric and Electronic Engineering)**
Kongu Engineering College (Autonomous), Tamil Nadu
Year of passing: 2014
- **H.S.C**
JKK Ragammal Matric Higher Sec School, Komarapalayam –
Tamil Nadu
Year of passing: 2010
- **S.S.L.C**
Govt Boys Higher Secondary School, Komarapalayam -Tamil
Nadu
Year of passing: 2008

ROLES AND RESPONSIBILITIES

1. Bajaj Allianz General Insurance Pvt Ltd

Bangalore.

Designation : Infrastructure Co ordinator (ITC), Karnataka Zone

Period : 15th may 2017 to Till

JOB RESPONSIBILITIES

- Monitoring, trouble shooting and analyzing root cause of Infrastructure issues
- Monitoring all application bugs and interacting with client and developers
- 24x7 monitoring the availability/performance of all the customers IT infrastructure through the monitoring tool.(Alpha Support)
- Coordinating with Global team for troubleshooting issues on Networks related issues like multi-user impact, infrastructure devices failures, site project relates tasks
- First level of trouble shooting for the infrastructure under the scope.
- Performed Server Hardening activities – Windows Registry level Modifications.
- Having good interpersonal and communication ability, Self-motivation and managerial experience
- Routing to concern team by ticketing tool (alpha support) and troubleshooting first level on infrastructure scope
- Escalating the issues to the next level of Support Engineer based on the issue.
- Escalating the issues as per the Escalation Matrix provided by the customer.
- Recording all the issues through E-Mail as well as by logging a ticket in the ticketing tool.
- Documentation of process and procedures and Keeping updated of all the existing documents.
- Process follow up and escalation matrix as per Severity ticket will be open with Customer IT
- Monitoring Assets by Infra support tool and monitoring Out warding and In warding of assets periodically

2. NSYNE SYSTEMS & SOLUTIONS [I] Pvt Ltd.,

Bangalore.

Designation : Customer Support Engineer.

Period : 9th Sept 2015 to 5th Sept 2017

Working for Client

Toyota Tsusho Insurance Broker India Pvt Ltd. Bangalore

JOB RESPONSIBILITIES

- Installation, Configuration & Administration of Windows Servers and Client OS (With OS / Application Level)
- Configured Network/Bandwidth Monitoring system.
- Basic knowledge on AD, Exchange, DHCP, DNS, Patch.
Management of Antivirus Server
Management of WSUS Server (Updating Microsoft Patches, hot fixes and service Packs).
- Managing FTP server.

- Management of VM-Ware Server 5.0
- Configuration and Management of Firewall. Hands on experience with Sonic Firewall.
- Responsible for monitoring Backup of all applications on a Daily Basis.
- Configuration of creating mailbox and assigning subscriptions on MS O365 perspective.
- First level of trouble shooting for all HP server and WIPRO Server Hardware
- Maintaining a detailed document for hardware, installed software and its license information.
- Configured the NAS device with RAID and implemented a scheduled backup plan.

3. NUANCE TECHNOLOGIES

Erode, TamiNadu.

Designation : Support Engineer.
Period : 09 Oct 2014 to 01st Sept 2015.

JOB RESPONSIBILITIES

- Providing services in the areas of Hardware, Software and Networks.
- Installation and configuration of Operating System like Windows XP/Vista/7/8/8.1,10, Win 2000/2003/2008 Server and Other Application Software's.
- Troubleshooting basic hardware problems of Desktops and Laptops.
- Trouble shooting of Network related problems.
- Solving Operating Systems related Problems including OS repair and re-installations.
- Installation and configuration of Anti-Virus and other application Software.
- Installation and Maintenance of Network Printers.
- Solving of all system related Problems.
- Troubleshooting Internet problems.
- Supporting for all hardware Issues.
- Installing and configuring Antivirus
- Configuring of Outlook (2003, 7, 10, 13, 16).
- Troubleshooting all kind of Domain issue.

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I hereby declare that all the details given above are true to the best of my knowledge and belief.

Place: Bangalore

Date:

[Sridhar Jayaraman]