






# SARAVANAN RAJA

## Azure Administrator(Undergoing Training),System Administrator, System Engineer, IT Support, Desktop Support, Technical Support



### Contact Me

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### Social Profile

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-  [linkedin.com/in/saravananraja](https://www.linkedin.com/in/saravananraja)
-  na
-  [twitter.com/saravanan04raja?s=08](https://twitter.com/saravanan04raja?s=08)

### Other Info

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#### Skills

Azure Administrator (Undergoing Training), Server 2k12 & 2k16 hands on Experience (MCSA Certified). VMware Vsphere 5.6 & 6.5 & Vsphere orchestrator tool



### About Me

I am Saravanan Pattathu Raja, technophile offering 9+ years of experience in IT infrastructure management, System Administration/Server Support Engineer.

In my present looking out for opportunities in UAE as Azure Administrator(Undergoing Training),System Administrator, System Engineer, IT Support, Desktop Support, Technical Support (any of these positions).

Client I have worked during my experience tenure are :

KPMG Lower Gulf - Dubai, United Arab Emirates(Onshore).

Bayer Crop Science - Global support (Off shore)

CBC Corporation - US (offshore)

World Bank - Mumbai, India(Onshore).

Jet Airways Mumbai, India(Onshore).

Sequoia Capital - Mumbai & Delhi,India(Onshore).

Westbridge Advisors - Bangalore,India(Onshore).

Also, i am Azure Administrator (Undergoing Training) & MCSA Microsoft Certified.

My academic credentials include Diploma in Hardware Specialization from E-PLANET (authorized); Diploma in Network Specialization - A+, N+, MCSA, CCNA from E-PLANET (authorized); Bachelor of Engineering in Computer College of Mod-Tech Engineering, Dnyaneshwar, Vidhyapeeth, Pune; Diploma in Computer Engineering from College of Mod-Tech Engineering, Dnyaneshwar, Vidhyapeeth, Pune.

Knowledge.

Ticketing tools like Service Now, HPSM, BMC Remedy.

WSUS & SCCM Patching.

Exchange - Recipients Mailbox , Groups ,Contacts, Creating distribution list,User Rights permission.

Windows 7 & Windows 10

Installation/Setup/Troubleshooting.

Office 365

Installation/Setup/Troubleshooting.

System Hardware

Check/Maintenance

Vendor Management

Network environment -Routers, Switches, WIFI devices, EPBX (working function), Wireless Controller Devices.

Audio/Video- Lifesize &AMP;

Polycom Devices Conferencing Knowledge.

Printers -Network, USB,

Wireless Printer Installation & Troubleshooting

Mobility device- iOS,Android

Email, data sync setup & troubleshooting Knowledge.

Data Backup:-IBM Tivoli backup knowledge, Windows backup, Druva backup, Carbonite backup &Tape drives.

## Awards

Many Email appreciate from users, Senior Management and recommendation by manager in my professional linkedin profile.

## Languages

My ability to identify business requirements and apply emerging technologies to meet business needs in innovative and cost-conscious ways sets me apart from others. I have demonstrated abilities in installation, configuration & troubleshooting of hardware and operating system. Also, I have successfully maintained connectivity across heterogeneous networks.

Constant learner, innovative and honest defines me as an individual. I aspire and constantly work towards transforming my life's journey from 'Living' to 'Winning'. Challenges and opportunities to work in new avenues motivate me to perform better. I look forward to take up roles with greater responsibilities and creating legacy.

As a part of leisure I enjoy bike riding and listening to music.

I am interested in new avenues and interactions. For any interesting opportunity, feel free to write at saravanan0407@hotmail.com



01/2019 -  
06/2020

## Experience

### KPMG Lower Gulf (Dubai) | System Engineer

Responsibility:

Managing Active Directory including User creation, Group Policy maintenance

SCCM patch Management

Incident & Request tickets using KBS Tool

eAudit Application File troubleshooting.

Management of more than 500 Active directory users.

Active Directory installation & Administration.

Creating user, groups, implementing security and

English, Hindi, Marathi, Tamil.

## Interest

Music, Car driving

## Others

na

## References

on request

providing Support to clients.

Handled desktop and site server maintenance related issue; Eservices for Video/Audio Conference scheduling as per client request

Involved in daily data backup take drive activity

Network printer maintenance & Troubleshooting.

Coordinated with vendors for IT related purchase & Billings

CCTV Management.

10/2017 -  
10/2018

### Capgemini India (Mumbai,India) | System Administrator

Responsibility:

Managing Active Directory including User creation, Group Policy maintenance

Disk space management and prepare technical documents.

Management of more than 500 Active directory users.

Active Directory installation & Administration.  
Creating user, groups, implementing security and providing Support to clients.

Currently managing VM and Server Infrastructure.

Supporting 300+ users from a server prospective

Server weekly patching Task

Working on Meltdown & Spectre patches

Working on server Decommission as per OBR process

Daily Ticket Incident task for 2k8 & 2k12 servers.

Worked on PowerShell upgrade task on 2k8 & 2k12

Task.

Worked on Wanna-cry & Petya ransomware patch task.

VMware (RAM/Disk/vlan movement task) using Orchestrator tool.

IBM tivoli backup related task.

Decommission OBR request.

08/2015 -  
08/2017

## **LnT Infotech (Mumbai,India) | System Administrator**

Responsibility:

Active Directory installation & Administration. Creating user, groups, implementing security and providing Support to clients

Managing Active Directory including User creation, Group Policy maintenance

Disk space management and prepare technical documents.

Management of more than 600 Active directory users.

Managing VM and Server Infrastructure.

Supporting 300+ users from a server prospective.

Server weekly patching Task.

Accountable for daily troubleshooting / ticket updating on CA Service Desk (Service Now) Tools.

Working on:

Account and mailbox creation for CBS Corporation Users; Handling Dropbox.

Mobile Email access for users (iPhone, Android & Blackberry Devices).

06/2014 -  
08/2015

## **Lester Infoservice (Mumbai,India) | Remote Support Engineer**

Responsibility:

Worked on remote environment on LogMeIn Tool to take customer computer on remote.

Provided remote support for Windows Machine.

Involved in installation of antivirus and provided troubleshooting guidance for the same.

Provided voice as well as remote guidance for customer based in US, Canada, UK and Australia.

03/2013 -  
03/2014

## **3i infotech (Mumbai,India) | System Engineer**

Responsibility:

Handled desktop and site server maintenance related issue; Eservices for Video/Audio Conference scheduling as per client request.

Involved in daily data backup take drive activity.

Worked with Nortel Networks for EPBX (IP based phones related issues).

Accountable for updating Anti-Virus (Symantec); Lotus notes configuration in system & blackberry (Client Policy Based)

Blackberry, device (iPhone, iPad) Email activation & troubleshooting.

Connecting Presentation through Video Conferencing.

Email Configuration on MS Outlook 2010.

Weekly Blackberry device backup; Network printer maintenance & configurations.

Provided tech support for users laptops.

Coordinated with vendors for IT related purchase & billing.

03/2010 -  
12/2012

## **IPsoft.Inc (Mumbai,Delhi, Bangalore) | Windows System Administrator**

Responsibility:

Hosted account (GOdaddy.com) domains For Emails & web Mails support Based on Exchange Server 2007.

Worked on life-size video conferencing operation & polycom audio dialing.

Connecting presentation through video conferencing.

3Email configuration & troubleshooting on Blackberry, iPhone & Android Phones.

Weekly Blackberry device Backup; Data Backup of users using Druvaa Backup Software.

Email Configuration on MS Outlook 2007 & 2010 also Office 2011 for Mac OS.

Network printer maintenance & troubleshooting.

Coordinated with vendors for IT related purchase & billing.

Provided technical support for user's laptops / desktop; Worked with Avaya for EPBX (IP based phones related Issues).



## **Education**

2003 - 2006

**Dnyaneshwar vidhyapeeth,Pune | Diploma In  
Computer Engineering**

Passed with first class grade with 74%.

2006 - 2008

**Dnyaneshwar vidhyapeeth,Pune | BE In  
Computer Engineering**

Passed with first class grade with 72%.

06/2017 -  
06/2019

## Microsoft Certified | MCSA & MCP

MCSA (Microsoft Certified Solution Associate) ID:  
6312844

MCP (Microsoft Certified Professional) ID: 6312844



## Projects

01/2019 -  
06/2020

### Varishtha Infotech LLC | KPMG Lower Gulf - Dubai Onshore

Managing Active Directory including User creation,  
Group Policy maintenance .

SCCM patch Management Compliance and monthly  
reports Task single handed (workstation part)

Worked on Migration Task Windows upgrade 1903 to  
1909 version.

Office Migration from Office 365 to 2016

10/2017 -  
10/2018

### Capgemini India | Bayer BBS - Germany (Offshore)

Server weekly patching Task around 2000 servers.  
SCOM alert Generated Tickets for 2k8,2k12 &  
VMware Tickets.

PowerShell upgrade Task.

Worked on Wanna-cry & Petya ransomware patch  
task.

Was working as a shift lead and submit team end of  
shift tickets reports.

08/2015 -  
08/2017

### Lnt Infotech | CBS Corporation & Chevron - US Region(Offshore)

Server weekly patching Task.

Accountable for daily troubleshooting / ticket updating  
on CA Service Desk (Service Now) Tools.

Working on:  
Account and mailbox creation for CBS Corporation  
Users; Handling Dropbox

Mobile Email access for users (iPhone, Android &  
Blackberry Devices)

03/2013 -  
03/2014

### **3i-infotech | World Bank (IFC)-Mumbai,India (Onshore)**

Handled desktop and site server maintenance related  
issue; Eservices for Video/Audio Conference  
scheduling as per client request

Involved in daily data backup take drive activity

Blackberry, device (iPhone, iPad) Email activation  
& troubleshooting

Connecting Presentation through Video Conferencing

Email Configuration on MS Outlook 2010 in 500 client  
machines