|  |  |
| --- | --- |
| ASHISH APPUKUTTAN🖂 ashish.appukuttan@gmail.com✆ 8879063558 | *“I am an IT professional with 17+ years of experience in various sectors like real-estate, retail and CRM.”* |
| **#Expertise:** + IT Infrastructure + Backup & Disaster Recovery + Security  + Vendor Management + Inventory Management + Database Management + Application Support **#System exposure:**

|  |  |
| --- | --- |
| + Salesforce |  |
| + SharePoint |  |
| + MySQL |  |
| + VB.net |  |
| + Tableau |  |
| + SonicWALL |  |
| + GajShield |  |
| + NAS |  |
| + Google Apps |  |

**#Education & Professional Qualification:** + Graduate (Commerce) from Mumbai University + Higher Diploma in Software Engineering from Aptech Computers**#Hobbies & Interests:** + Passionate about cars, technology and music. | **Work Experience:****+ Vijay Suraksha Realty LLP - IT-Manager** 2011-MAY – present – (*9 years*)* Was part of the core team as technical lead in implementing CRM on Salesforce. Also imparted training to users.
* Migrated on-premise email server to cloud on G-Suite. Handling administration of G-Suite Apps.
* Handled new office IT setup and shifting of infrastructure with zero downtime.
* Oversees the administration and maintenance of company's IT infrastructure.
* Keeping track of assets, licenses and AMC.
* Firewall management.
* Vendor management.
* Procurement and allocation of IT assets.
* Oversees data backups, archiving and disaster recovery plans.

 **+ Planet M Retail Ltd - Dy. Manager-IT Infrastructure** 2008-MAY to 2011-APR – (*3 years*)* Handling complete IT infrastructure of corporate and regional offices.
* Procurement and allocation of IT assets.
* Monitor timely deployment of assets/services by the service provider.
* Managing existing MPLS VPN connectivity. Ensuring maximum uptime.
* Firewall management.
* Manage email accounts.
* Ensuring maximum network uptime and virus free network.

**+ Lakewood Malls Private Limited - Sr. Officer EDP** 2005-DEC to 2008-APR – (*2.5 years*)* Handling IT of three stores and head office.
* Database administration and fine-tuning.
* Resolving issues related to software bugs by coordinating with software support team.
* Procurement of new hardware/software as per the need.
* Configuration of email clients like MS Outlook and Outlook Express.
* Taking backups of data and emails.
* Updating new patches/versions on database/application/antivirus/OS.
* Creation of user accounts and assigning rights to them and managing them.
* MIS.
* Vendor management.
* Systems administration, Network trouble-shooting, System maintenance.

 **+ Indian Market Research Bureau - System Executive** 2001-SEP to 2005-NOV – (*4.1 years*)* Administration of Mail-Server(MDaemon6). Monitoring the flow of emails.
* Configuration of email clients like MS Outlook and Outlook Express.
* Maintenance and fine-tuning of a master database.
* Taking backups of data and emails.
* Creation of user accounts and assigning rights to them and managing them.
* Development of applications as and when required.
* Generation of reports.
* Updating Antivirus software with latest updates & patches.
* Systems administration, Network trouble-shooting, system maintenance.

 **+ Aptech Computers - Lab In-charge** 2000-NOV to 2001-APR – (*6 months*)* System Administration, Network trouble-shooting, system maintenance
* Responsible for maintaining a LAN of 40 systems.
 |

|  |
| --- |
| + IT infrastructure is my core forte.+ Learnt application development which helped in developing in-house applications like CRM for sales, auto-emailers, etc.+ Application support includes training, troubleshooting, generating backend reports, data-visualisation, etc.+ Handled various databases like FoxPro, Oracle, MS-SQL, MySQL and MariaDB.+ Backup plan ensures business continuity by provisioning on-demand historic backup of databases and data-files. |