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| 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. |

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| + 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. |