RIJO RAJU

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An ambitious, diligent & accomplished **MBA, BE, CCNA, MCSE & MCSA** Certified professional, offering **nearly 7 years** of experience in **IT Infra and Datacenter Administration**, targeting managerial level assignments preferably in Gulf/Europe

Extensive exposure in driving critical assignments across the career with proven success in ensuring optimum results

PROFILE SUMMARY

- Expertise in **server** management & troubleshooting **Hyper-V, AWS, VM-Ware; networking** (CCNA-Routing & Switching) &Huawei; **database** management system; system software administration
- Successfully provisioned enterprise-wide **technical solutions** through the alignment of business/information systems
- Proficiently maintained **network** & **systems** by managing product roadmaps; established maintenance procedures & worked with systems administrators & engineers to perform regular network maintenance
- Specialization in **end-to-end IT Infrastructure**; led business operations through planning and analyzed delivery issues in a timely fashion for IT infrastructure and application engagements
- Led delivery frameworks and **new technology implementation** Projects for streamlining related activities as per quality standards
- Excellence in managing complete **project management activities,** ensuring timely deliveries as per defined quality standards; **implemented project plans, risk assessments** & contingency plans
- Skilful in implementing **Information Security Solutions** in Financial and Manufacturing sector companies
- Excellent communication & interpersonal skills with strong analytical, team building, problem-solving and organizational skills

CORE COMPETENCIES

IT Infrastructure Administration

Disaster Recovery Datacenter

Project Management

System Administration & Troubleshoot

VOIP & SBC Technologies

Network Security Auditing

Sage 300 ERP

Digital Marketing

Infrastructure Cost Saving projects

Documentation & Reporting

ORGANISATIONAL EXPERIENCE

Jul'18 to Mar='22   Bukamal WLL, Bahrain as **IT Infrastructure Lead**

Major Projects:
- Infra-network Revamping Project
- Datacenter Revamping Project
- Disaster Recovery Datacenter
- VOIP Infrastructure Project
- MPLS network & 10G LAN network
- Social media Marketing

Key Result Areas:
- Providing **leadership** for:
  - Datacenter revamping project and designing & executing disaster recovery data center
  - Network revamping project with Huawei and cisco based environment
  - VOIP Infrastructure with global Socket implemented and **reduced 50% production cost**
- **Administering**:
  - **Server architecture** & streamlining the **data center process** to improve efficiency
  - **Hyper V- Servers, AWS servers, VM-Ware, Hyper V** Host Installation, Windows Failover Clustering, DAG & Load Balancer
  - **Fortimail Email Security**, Cisco Ironport, SBC- Dinstar, SIP Gateway Devices
  - Security devices, DR-site Location servers, SSL certs, firewall exceptions, package installations.
  - **Veeam Backup and Replication** Exec and IBM tape library
  - **Palo Alto XDR** traps,Kaspersky, Malware bytes Endpoint Antivirus
  - System Center 2012 SCCM for Monitoring Software Deployments, Inventory
  - File Server Configured in Windows Server 2019
  - Domains, Website Hosting & DNS records pointing
  - And maintaining Microsoft & other product subscription & licensing, vendor management (AMCs, & PMs) & IT purchasing
- Auditing **security** & **disaster recovery systems** daily, resulting in robust systems & zero security intrusions
- **Implementing security policies for strengthen IT infrastructure**
- Facilitating **first level support** for **SAGE-300** (MS SQL based) & **Oracle ERP** applications using in different departments
- **Resolving** Network issues, layer 2 & layer 3 services, DHCP issues, remote access, hardware failure & link redundancy

- **Formulating** Health Check Service Reports, preventive & corrective action reports, servers, backup, antivirus log **reports**
- **Social media marketing and strategy administration**
- **Reporting** status of all IT production activities & projects to **chairman**

Highlights:
- Designed & implemented:
  - **Datacenter upgradation project migrating** from **2012R2** to **2019R2** environment schedule realizing significant **cost savings**
  - DR datacenter designed and implemented
  - **MPLS** for Bukamal branches & improved links as high availability single network
  - Improved Infrastructure **Security layer**
  - **IT-Policy** for Bukamal Production.
  - **VOIP Infrastructure with global network socket** and improved availability for workfrom home resources

Aug'17 to Jul'18	Global Computers & Electronic Marketing, Bahrain as IT Administrator

Key Result Areas:

- Managed:
  - **Multiple servers** & assorted **troubleshooting** across Bahrain
  - **GPO** for blocking drives, websites and maintain security for client confidentiality
  - Switches, routers & Anti-virus
  - Emails & control panel of varied mail servers
  - IT Stock, IT Related Agreements with Different Vendors and IT Inventory Details
- Facilitated:
  - **Remote IT support** for clients across the globe
  - Support for **Office 365 Organization level issues**
  - **Demo presentation** for client regarding software & hardware equipment
  - Support to access **control devices** & its software management in all specimen
- **Installed** and:
  - Troubleshot **Hyper-VLAN and virtulization technologies**
  - Organized all **genre network printer scanners**, and execute all troubleshoot
  - Troubleshot printer scanners in **windows** & **Mac-OS**
- Administered multi-vendors **IP cameras** system and its software management; monitored & managed the sites of **Camera security system** & **networking** commission
- Spearheaded **people counting** devices & software of multiple vendors
- Conducted **site survey**; implementing comprehensive **networking** & **support** for multiple organization
- Worked as a team member of **IT consulting project**; steering role of **analyst** & preparing **MIS** documents
- Designed & implemented **systems**, **processes** & **procedures** to facilitate smooth functioning of IT Hardware Sales & Support in Bahrain
- Formulated **quotations**, **documents** and maintain follow-up from **client**

May'15 to Aug'17	GKV Computers & Solutions (P) Ltd., India as IT Specialist

Key Result Areas:

- Installed & troubleshot **server**; **virtulization technologies**, monitored & troubleshot **domains**
- Implemented & administered **Active Directory**
- **Installed** and:
  - Organized all genre network printer scanners & executed all troubleshoot
  - Configured switches & routers
  - Troubleshot printer scanners in Mac-OS
  - Organized thermal printer & execute all troubleshooting
- Supported the **roll-out** of new software and hardware equipment
- Led & motivated a **team** of network engineers; scheduled & coordinated works
- Prepared quotations, documents & maintained follow-up with **client**
- Conducted **site survey** & implemented comprehensive **networking** & supported multiple organization
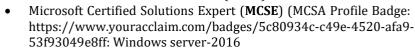- Managed all **sales** activity of the company

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ACADEMIC DETAILS

- **MBA (Information Systems)** from Bharathiyar University 7.0/10 CGPA 2020
- **BE (Computer Science & Engineering)** from SNS College of Engineering, Coimbatore; Anna University, Chennai with 6.0/10 CGPA in 2015

- HSC (State Board) from Mount Bethany Higher Secondary School, Kerala, India with 63% in 2011
- SSC (CBSE) from Rosedale Junior College with 63% in 2009

CERTIFICATION/ COURSE

- Perusing **: AWS Solutions Architect**

- Cisco Certified Network Professional (**CCNP**): Routing & Switching
- Cisco Certified Network Associate (**CCNA**)
- Microsoft Certified Solutions Expert (**MCSE**) (MCSA Profile Badge: https://www.youracclaim.com/badges/5c80934c-c49e-4520-afa9-53f93049e8ff: Windows server-2016
- Microsoft Certified Solutions Expert (**MCSA**) (MCSA Profile Badge: https://www.youracclaim.com/badges/3adb6ff8-acd5-48a5-8c9b-17e13b6b1805/email & Windows server-2012)
- Cisco Certified Network Associate Routing & Switching (**CCNA Routing** & **Switching**) (CCNA Profile Badge: https://www.youracclaim.com/badges/585b33cf-7276-45a2-ba8e-921f4c5a7848)
- **Multimedia** & **Web Designing** at SNS college of Engineering

MAJOR PROJECTS

Title:	Server Implementation
Role:	Executed server implementation in various new orientation and migration environment Dell PowerEdge T610, T330, T130 R720xd, R620, R320, Tower and Blade Server SQL 2017 servers for various software platform Migration server 2008 &2012R2 To 2016R2 Backup server in cloud Firewall configuration and Management Backup Server
Title:	Face Recognition Access Control System
Role:	ESSL access control and face reorganization system for different sites in a centralized location.
Title:	Security Surveillance
Role:	Honey well, Vantage, Watch net solutions with centralized server management projects
Title:	Small Business Network Design with Guest Network
Description:	Separate subnet for guest & LAN network. The guest network should be restricted to access only FTP service on the FTP server and all other access to LAN network should be blocked.
Role:	Identified the hardware switches & routers; configured details on hardware

IN-PLANT TRAINING

- **Hardware & Networking, Embedded, System, Cloud Computing, Ethical Hacking & Software Platform in HCL Chennai, India in 2013**

INTERNSHIP

Organization: KOVAI Medical Centre & Hospital (**KMCH**) Coimbatore, India
Tenure: Feb'15 to Apr'15
Designation: Intern- System Administrator
Role:
- Administered Active-directory, print management, fileserver, Mail servers and system troubleshooting; **monitored**Email Server, Domain Controller, Active Directory, File Sharing Server, DHCP, DNS Server, Database Server, Tally Server & Email Server
- **Maintained** & **troubleshot** in Hospital Management System (Desktop Application, Web Application); maintained all of its Database Servers & Attendance Management System; provided **troubleshooting support** in Hospital Call Center
- **Installed** & **configured** computers & network devices; installed & **troubleshoot** network printers
- Managed:
  o **Software** of medicated functions, medicines & pharmacy data, lab test, checking present & past history of all Patients, OT schedule, doctor's timing, appointment issues; provided specific rights to doctors, nurses & other hospital staff in **HMS** & **HIS**
  o Access Control Devices, Access Points, CCTV Cameras & Inventory Details
  o Purchase Related work for IT Equipment's & getting quotations from Different Vendors
  o IT Stock, IT Related Agreements with Different Vendors & IT Inventory Details

Date of Birth: 5th May 1993 || **Languages Known:** English, Hindi, Malayalam & Tamil	
Mailing Address: Madina Tower, Flat No:606, Ajman, Rashidiya ||**Passport No**: V5943464	
Visa Status: Vist Visa || **Driving License:** Valid Bahrain License	