

WILLIAM VIAGAPPAN
WINDOWS SYSTEM ADMINISTRATOR

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SUMMARY

Looking for a position as a System Administrator with the opportunity to work with other administrators to improve customer service and the reliability of the assigned information system. As a systems administrator for a startup IT company, response to rapid changes in technology, personnel, and work environments.

TECHNICAL QUALIFICATIONS

- 9 years total experience with information systems, network associates, information and personnel management.
- Seasoned Systems Administrator familiar with MS Windows 2000/2003 Server, 2008 R2/2012.
- Extensive experience with Active Directory, Domain Name System, Windows Internet Naming Service.
- Experience with TCP/IP and IP Routing, LAN/WAN designs, bridges and switches, OSI model and fiber optic technology.
- Experience with contract management and knowledge of technical task order creation and oversight.
- Knowledge of 24/7 implementation and management of information technology support operations to include helpdesk, Call-in support and work priority management.

EXPERIENCE

Apr 2014 - Feb 2020 ADNOC Distribution – System Administrator

- Evaluate, configure and maintain systems including installing and testing new releases.
- Monitor and evaluate operating efficiency, analyze performance and tuning.
- Analyze system problems to identify problem areas.
- Follow established procedures required for efficient management of the infrastructure.
- Maintain appropriate records including statistical reports, inventories and technical documentation among others.
- Install new or enhanced applications and/or hardware; assist; in the installation of servers.
- Work with peers to achieve goals and complete tasks based on guidance from management or other experienced personnel.
- Follow established procedures required for efficient management of the infrastructure.
- Manage medium enterprise projects according to division standards and requirements.
- Serve as a subject matter expert within one's area of responsibility regarding information systems infrastructure.
- Has board technical knowledge of information systems and recommends solutions based on current infrastructure components.

May 2013 - Apr 2014 EGPC – System Administrator

- Designed, installed, configured, and maintained windows server systems, storage, backup, and VMware clusters in support of enterprise needs.
- Troubleshoot system problems quickly and effectively.
- Worked with other systems engineers and vendors to resolve hardware and software issues.
- Utilized internet resources (mailing list, blogs, etc.) to resolve problems with open source software.
- Developed and documented team processes.
- Provided suggestions for process improvement, and implemented when required.
- Monitored system performance.
- Installed and configured software, both commercial packages and various open source packages.
- Maintained documentation/notes on software build and installs.
- Supported data storage systems and backup services.
- Assisted customers with use of computing systems.

Mar 2011 - Jan 2013 Mack Telecom Services – Windows System Administrator

- Supported the day-to-day operations of corporate production and staging environments by monitoring system performance, configuration, maintenance and repair.
- Applied revisions to host system firmware and software, etc.
- Worked with vendors to assist support activities.
- Implemented new system and applications, custom scripts and testing procedures to ensure operational reliability.
- Performed troubleshooting as required.
- Installed, modified and maintained systems and utility software on server computer systems.
- Provided server support related to other software.
- Developed procedures, programs and documentation for backup and restoration of host operating systems and host-based applications.

SKILLS

- Windows System Administration
- Windows Server Systems
- Backup Services
- VMware Clusters
- Troubleshooting
- Systems Performance
- Technical Support

CERTIFICATION

CCNA: CCNA 200-120(CISCO ID: CSC012939338)

EDUCATION

Master in Computer Applications (2008-2011) - Anna University –First class