

# S DHANYA

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## SENIOR IT PROFESSIONAL

System Administration | Network Infrastructure | End-User Support | Database Management

*Dynamic leader with 19 years of expertise in steering Network & System Administration towards unparalleled success. Microsoft Cloud administrator certification from Edureka: well-versed in Telecom Equipment implementation and support.*

Proven track record in dissecting information system needs, meticulously evaluating end-user requirements, and crafting bespoke solutions while adeptly troubleshooting intricate networking and information systems management challenges. Adept at elevating Technology-based systems to new heights, providing invaluable support for network engineering activities. Proficient in mapping business processes, dissecting workflows, and designing technical solutions that not only ensure business functionality but also contribute to a heightened competitive advantage. Pioneered improvement initiatives in capacity management, patching, upgrades, and performance monitoring/tuning, resulting in a significant boost in productivity and heightened client satisfaction. Extensive hands-on experience in System & Network administration, overseeing the seamless operation of over 400 computing equipment connected to a vast network. Proficient in Server Consolidation, Virtualization (servers & auto-backup), ERP (SAP) Administration/ Operation/ Support/ Basis Administration, Mail/ Strategy/ Policy Definition, and spearheading DR/BCP activities.

## SIGNATURE SKILLS

- Network & System Administration
- IT Infrastructure
- Microsoft azure Administrator
- Network Switching & Routing Virtualization Deployment
- Resource Optimization
- Enterprise Resource Planning (ERP)
- Performance Improvement
- Incident/Change Management
- Problem Management
- Telecom Equipment Management
- Disaster Recovery
- Audit & Risk Mitigation
- Incident Management
- Team Building & Leadership
- New Business Set-up
- Strategic Planning

## PROFILE & VALUE

- **Cloud Computing and Virtualization:** Demonstrate proficiency in cloud computing technologies, with a focus on Microsoft Azure. Administer Azure AD users, groups, and devices, and participate in migration between on-premises and Azure AD through AD connect. Manage physical servers and virtual servers using virtualization technologies such as Hyper-V and VMware.
- **Microsoft 365 and Office 365:** Possess experience in Microsoft 365 and Office 365 administration. Manage Microsoft 365 applications, including Teams, SharePoint Online, OneDrive, and Exchange Online.
- **Automation and Scripting:** Perform automation tasks using PowerShell, Azure CLI, and JSON-form ARM templates. Deploy Virtual Machines to Virtual Networks using Azure portal or PowerShell.
- **Azure Infrastructure:** Work with Microsoft Azure Administrator to configure availability sets, Virtual Machine Scale Sets (VMSS) with load balancers, virtual networks, Network Security Groups (NSG), DDoS protection, and Kubernetes. Configure Azure Virtual Networks, Subnets, DHCP, DNS, Network Security Groups, Load Balancers, Front Door, Application Gateway, and Traffic Manager.
- **Storage & Operating System Installation:** Provision, manage, and monitor storage accounts. Demonstrate the ability to install operating systems on servers and devices.
- **Security Management:** Expertise in Security Management System Development. Competent in Switching/Routing-VLAN, Routing with different networks in one gateway, multiple routing concepts. Perform SQL Database Administration and troubleshoot data processing issues.
- **Risk Analysis and Auditing:** Analyze ecosystems to identify risks related to IT operations, business continuity readiness, and process flow. Design and perform audit tests to evaluate the efficiency and effectiveness of internal controls. Prepare reports on audit results and make recommendations for operational improvements to management.

## CERTIFICATION

- Microsoft Azure Certification from Edureka

## PROFESSIONAL NARRATIVE

Since Aug'04 | Lakshmi Ring Travellers (Coimbatore) Private Limited- Coimbatore, Tamil Nadu

### Growth Path:

2020 till | Associate Manager IT  
2016-2020 | Senior Executive IT  
2012-2016 | Executive IT  
2008-2012 | Junior Executive IT  
2004-2008 | Associate IT

- **Process Improvement Oversight:** Monitored the overall functionality of processes, identified areas for improvement, and implemented measures to enhance the business process.
- **Strategic Business Programs Execution:** Designed, developed, and executed various business-led programs aimed at enhancing organizational competencies and fostering a high-performance mindset.
- **Client and Leadership Integration:** Conducted monthly service reviews and evolution forums, actively engaging with clients, leadership, and project counterparts. This included proactive problem management, daily change calls, and incident management.
- **Network and System Management:** Managed network and system performance, conducted troubleshooting, implemented security patching, and performed regular maintenance.

- **Operational Standards Implementation:** Established standards for various operational areas, implemented quality systems and procedures to ensure a high-quality customer experience, all while adhering to Service Level Agreements (SLAs).
- **Vendor Collaboration and Governance:** Engaged and coordinated with vendors for critical issues, escalations, and governance calls to ensure smooth operations.
- **Senior Management Communication:** Communicated with the Senior Management team to maximize development efficiencies and promptly resolve technology issues.
- **Compliance with Computer Administration Policies:** Complied with policies and procedures of computer administration, evaluating the design and documentation of technical environments.
- **Enhanced User Experience:** Facilitated the best user experience through continuous support, training classes, webinars, improvements, and effective communication of system changes.
- **Team Development and Performance Monitoring:** Groomed, mentored, and monitored the performance of team members to ensure efficiency in the process.
- **Risk Management and Contingency Planning:** Discerned and managed risks in projects, planned for contingencies, and suggested technology-based solutions for mitigating potential issues.

#### PREVIOUS EXPERIENCE

Jan'03-Jul'04 | M/s. Simplex Industries – Coimbatore as Junior Executive – ISD  
 Dec'01-Dec'02 | Tamil Nadu Electricity Board, Coimbatore as Diploma Apprenticeship Trainee  
 May'01-Dec'01 | M/s Max Electricks, Coimbatore as Supervisor Trainee

#### TECHNICAL FORTE

Servers:	98, NT 2000, 2003, 2012, 2016 & 2019,2022 Linux & Ubuntu, etc.
Antivirus:	Trend Micro, Kaspersky, etc.
Documents:	ISO Documents, ISD Security Policies
Disaster Recovery:	Remote Server, Storage Implementation
CCTV:	NVR, DVR
Biometric:	ESSL, ZKTeco machines,etc
Communication:	EPBX/PRI networks, Attendance Recording systems, VOIP
ERP:	SAP S4/HANA, BAAN, Other third-party ERP's
Storage:	NAS, QNAP, SAN, True NAS, etc.
Firewall:	Fortigate, Sophos, WatchGuard, Sonic Firewall
Mail:	Gmail Administrator, Lotus Notes Administrator, Zimbra Administrator, Microsoft office 365
OS:	Windows XP, Vista, 7, 8, 8.1, 10, 11
Network:	RF Towers, Modems, Routers, Switches, MPLS, ISDN, VPN, FTP
Virtual Meet:	PolyCom Video Bridge, Video Conference Equipments,etc.
Printers:	All kinds of printers, Plotters
Backup Software:	Symantec Backup, Veritas Backup, Veeam Backup, Tape drives,etc.

#### EDUCATION

- Master of Computer Applications (M.C.A) in Annamalai University, Chennai (2014)
- Bachelor of Computer Applications (B.C.A) From Annamalai University, Chennai (2009)
- H.D.W.C From NIIT, Race Course, Coimbatore (2002)
- P.G.D.C.A From Vinsoft Computers, Coimbatore (2001)
- D.E.E.E From Govt. Polytechnic, Coimbatore (2000)