Phone : +971505580996

E mail : rohithpookkad@gmail.com

Address : Al Nara Building, DIP 1- UAE

LinkedIn : https://www.linkedin.com/in/rohith-unnikrishnan-668a10106/

Rohith Unnikrishnan
IT / System Engineer

Cisco Certified Network high-energy technocrat, targeting challenging assignments in System Administration / Network Management/Structured cabling with an organization of repute, preferably in Any Location

Career Summary

- Providing end-to-end **System Administration and IT Support** like **Configuration, Installation, Trouble shooting and Customer Service**
- Structured Cabling/network design experience on UAE's presitigous projects (Blue water,Dubai Hills Mall,Al Maktoume Airport,Marsa Al Seef.)
- Maintained network and systems by managing product and capability roadmaps, established maintenance procedures, and worked with systems administrators and other Engineers to perform regular network maintenance
- Delivered network maintenance support and responded to outages during off-hour software deployments within established Service Level Agreements (SLAs)
- Consulted end-users in determining various network improvement needs based on system functional requirements; administered firewall performance tuning, installed and configured multiple Demilitarized Zones (DMZs), configured, troubleshot wired and wireless network problems, checked firewall logs and activity
- Successfully **managed the end-user calls from up to 1000 users environment**
- Conducted systems analysis on Active Directory, Exchange, and SharePoint Systems in a virtual environment alongwith warranty work, troubleshooting, and emergency repairs which minimized end-user impact and downtime
- Possess knowledge of **2012/2008/2003/2000 and Windows 8/7/XP, Active Directory, DHCP, DNS, system patching, load balancing, securities and troubleshooting hardware**
- Configured & monitored the **LAN/WAN networks including CISCO,JUNIPER,FORTINET,SONICWALL Firewalls/Routers, Hubs, Switches, TCP/IP, DHCP, and DNS**

Critical Strengths & Competencies

System Administration/ IT Infrastructure Management

Network Maintenance/ Preventive Maintenance

System Patch/ Security Management/ Troubleshooting

Active Directory/ Asset Management

Configuration & Installation

Backup & Recovery

Technical Consultancy

Team Management/ Leadership

SLA / Vendor Management

Education & Credentials

Bachelor Of Engineering in ECE. (Electronics & Communication Engineering-2011) from Anna University, Chennai

Diploma in Applied Electronics from IHRD, Kerala (2008)

Certifications

◉ Cisco Certified Network Associate (CCNA)

Career Timeline

HCL INFOSYSTEMS LTD.	SPARSH	AE ARMA-ELEKTROPANÇ	G&M
Aug'2011-Sep'2014	Nov'2014- May' 2015	Oct 2015 - sep 2019	Since dec 2019

Professional Experience

SCINCE DEC' 2019 GULF AND MODERN ICE FACTORY, UAE, AS IT SUPPORT ENGINEER
Role:

- Support the Hardware and Software of interactive systems, Network systems and operational systems for various Environments.
- SONICWALL firewall setup & VPN connectivity Through client S/W
- Support and Maintenance WINDOWS 2008 R2 server
- Hands-on experience with full scope of Administration, Maintenance, daily operations
- Installation And support Customized ERP(RBS) software
- Office 365 support with user management, share contacts, Email Migration
- Installation, Design & maintenance CCTV(HIKVISION/Dahua),ACSESS CONTROL(ZKTeco) Systems
- Support PNANASONIC PABX(SL-1000) System
- Installation and Maintenance of ERP software
- Configured & Troubleshooting different types of Printer
- Etisalat EIM/Office 365 E-Mail support
- Website & Domain Maintenance/Upgradation

Highlights:
- EIM TO OFFICE 365 Mail Migration
- Installation and Maintenance of ZSCALER WEB SECURITY
- Maintenance Z service Anti-spam Email security portal
- Around 100 user's Pc upgradation with SSD hdd

OCT'2015 –SEP' 2019-AE Arma Elektropanc, Dubai as IT Officer
Role:
- Installing, configuring, and troubleshooting Windows 2016, 2012 & 2008 Server Operating Systems, Windows 10/ Vista/ 7, MAC OS 10.8,10.4 Client Operating Systems, Active Directory Services, Group Policy, DNS, DHCP and DFS for File Servers, and WSUS for patching
- Providing onsite support for administering LAN/WAN, Windows 2012,2008/2003 Servers and 300+ Windows clients, involving software/hardware installations, maintenance, upgrades, troubleshooting, user account administration, OS hardening and capacity planning
- Administering change management related to server upgrades and software installation; engaged in Office 365 administration and creating & troubleshooting mail accounts in Office 365 for the users

- Creating mailbox, updating/relocating group mailboxes and distribution lists; creating and updating network shares, adding permissions software and groups for users through Active Directory
- Monitoring system performance, troubleshooting hardware and software problems, Wi-Fi networks and installing, and maintaining system applications; setting up domain controllers and managing users, groups, objects, permissions and domains through Active Directory Services
- Installation & Configuration of NAS(QNAP) File server

Highlights:
- Successfully implemented security policy and antivirus protection in compliance to user policies and group policies
- Maximizing network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades and collaborating with network architects on network optimization.
- Added and removed server roles and features; configured AD Domain Services roles, network infrastructure roles, file and print services and IIS7 for applications
- Supported and provided solution for Outlook 2016/2010/2007 and webmail related problems
- Reporting network operational status by gathering and prioritizing information and managing projects.
- Liaising with project management teams, service desk engineers on a regular basis.

Aug'2011-SEP'14- HCL Info systems , India as IT Support
Role:

- Trivandrum international Airport project Handled End-User calls around 300 User Environment
- Installed, maintained & supported computer networks within an organization; ensured smooth operation of networks & systems to provide maximum performance and availability for the users and clients
- Managed Windows 2008/2003 Servers & 200+ Windows 7/XP clients, involving software/hardware installations, maintenance, upgrades, troubleshooting, user account administration, OS hardening and capacity planning
- Engaged in installing, configuring & administering Windows Server 2000/2003/2008; set up DC & configured AD, DNS (zones and zone transfer), DHCP (automate allocation of IP addresses for the network, reserving & exclusions of specific IP's and defining lease period for IP addresses), group policy
- Monitored system performance, security & virus protection and disaster recovery functions; checked Anti-virus Updates, Windows Updates on all machines using WSUS
- Configured & troubleshot HP LaserJet Network Printers, IBM, HP & Dell Servers, Desktops & Laptop, and Microsoft Outlook; provided support & solution for Outlook 2010/2007 and webmail related problems; implemented wireless networks and configured wireless LAN controller & Accesspoint

IT Skills

- **Operating Systems:** Windows Server 2016,2012, MAC OS 10.8,10.4, Windows 8,7
- **Servers:** HP ProLiant DL380/ ML570 G6/G8, Dell PowerEdge R710/R720/R820, IBM x86 Servers
- **Networking:** AD, DNS, DHCP, SAN, FTP, SSH, SSL, VPN, VoIP, RAID. Routers; Switches; Modems; Hubs
- **Mail:** IMAP/POP3/, MS Outlook 2010/2007/2003/Exchange & Office 365
- **Database:** SQL Server 2008 / 2005 / 2000, MS Access
- **Tools:** Helpdesk, BES, Solarwinds, BMC, Outlook Symantec Antivirus
- **Communication System:** Nec, Nortel, Avaya,CISCO,Grandstreem,Panasonic,MITEL
- **Backup Software:** Veeam 8.0, CommVault, Acronis Backup & Recovery 10,

Personal Details

Date of Birth: 6th AUG 1989
Languages Known: English,Hindi,Malayalam,Tamil
Nationality: Indian
Passport No.:   K6671441
Marital Status: Single
Driving License Details: Valid Indian License
Visa: Employment Visa